

2569163

Registered provider: Future 19 Social Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and operated by a private provider. It offers care for up to two children who experience social and emotional difficulties.

The manager registered with Ofsted in March 2024.

There were two children living in the home at the time of the inspection. One child had recently moved out of the home. All three children were spoken to as part of the inspection.

Inspection dates: 8 and 9 July 2025

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 22 October 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/10/2024	Full	Good
01/08/2023	Full	Good
06/03/2023	Full	Requires improvement to be good
27/06/2022	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Relationships are the cornerstone of the consistent, high-quality care that children receive. Staff's skills in developing relationships show children that they can trust adults and that they do not have to be self-reliant. Staff give relational gestures and build genuine connections with children, with laughter often heard in the home.

For one child, staff have committed to being a lifelong link, despite the child leaving the home. Staff, and other professionals, recognised the significant importance of staff's relationships with the child and the positive impact they were having on their outcomes. The child continues to contact staff daily and receives validation that they are important and cared about. They commented, 'The staff were phenomenal. They care for you deeply; they showed and told me repeatedly.'

Children with complex needs receive care in line with their plans. The complexity of children's health needs is understood by staff, who seek information from children's wider care team so that their practice is research-informed. Staff help children to access both routine and emergency healthcare. The carers complete key-work sessions around health, helping children to prioritise and better understand their own health needs. When children are reluctant to access treatment, staff involve families and are proactive in ensuring that appointments are maintained.

Staff recognise the importance of family time for children. Children are supported in their feelings around family time through the home's therapist. Staff ensure that children are available for family time and offer reassurance to children when they are seeing people who are important to them. One child's family lives over two hours away from the home. Staff travel with the children to maintain these relationships every week, which family members appreciate.

The progress that children have made within the home is significant. Children achieve in line with their individual care plans. Staff recognise children's achievements and offer regular praise and encouragement. Two children had been out of education before moving to the home and have re-engaged in education and are sitting their exams.

Staff think creatively about how to help children thrive when there are barriers in place. For one child, this has included regularly visiting them in the hospital. Staff have created 'in-house concerts' when they have been unable to attend events.

The aligned therapist has a strong presence in the home and engages with both children and staff. Weekly therapy helps children process past trauma and develop skills to manage their feelings. There is flexibility in the therapy to meet the needs of children. Where children are reluctant to engage in therapy, staff use their

relationships to have child-focused, and at times, difficult conversations with children. Children have described their key-work sessions as 'legendary', with the discussions being meaningful to the child.

Transitions in and out of the home are well considered. The registered manager communicates well with social work teams to support informed decision-making. They undertake a detailed assessment of the appropriateness of the placement. Staff communicate with children about upcoming plans and complete work to aid transitions.

There is a clear understanding of children's feelings around transitions. Staff make videos for children coming into and leaving the home with personalised messages, which have supported the process. Staff have received training around transition and loss for children, recognising the importance of positive endings for children. Children have been helped to say goodbye when changing education providers.

How well children and young people are helped and protected: outstanding

Children move into the home in a considered, well-thought-out way. There are robust assessments about known risks to the children. The risk assessments for children are regularly reviewed and explore the dynamics and impacts between children. The planning around transition informs staff about how to be consistent in their care of both children who live in the home.

Children feel safe in the home and are helped and protected effectively. Children can identify adults who they trust. The staff work with plans to ensure children's safety. They seek help from external organisations to minimise the risk of harm to children. Children do not go missing from the home. For one child, this had been a regular occurrence before moving to the home.

Staff respond to children's requests for help with empathy and compassion. Where incidents of self-harm occur, staff take proactive steps to support children in reducing these behaviours. Prompt medical attention is provided when needed, ensuring that children's physical well-being is prioritised. Communication with family members is maintained, and their involvement in medical care is encouraged where appropriate. As a result, children see a united approach from the adults around them, which reinforces the message that their health and well-being matter.

Staff are curious about changes in children's presentation and seek support from experts and access weekly support and training from child and adolescent mental health services (CAMHS). This means that staff are knowledgeable about the complex needs of the children they care for.

For one child who was regularly hospitalised, her rate of decline was slower when at the home than when she was in hospital. This has been attributed to the carers working with the health teams, following plans and establishing caring relationships

with the child. The high-quality care offered by the staff was commended by the professionals who worked alongside the child.

Staff understand children's behaviour support plans and risk assessments. Children contribute to their plans through key-work sessions to shape how they are cared for. The plans have therapeutic input from the home's therapist. This means that children's behaviour is managed with a calm, consistent approach. Staff are skilled in recognising children's triggers and using de-escalation strategies, meaning that physical interventions are rarely used.

The effectiveness of leaders and managers: outstanding

The registered manager is supported by a strong leadership team. Together, they are achieving their ambition for the home to deliver high-quality, therapeutic care. The managers model nurturing interactions with staff and children. The staff receive training relevant to the needs of the children. In addition, the home's therapist delivers monthly training sessions that embed therapeutic responses to children.

The registered manager has created a culture where there are high expectations for children. Children in the home have re-entered education and sat GCSE exams after significant periods out of school, and this was achieved through co-working between the staff at the home and education providers. The registered manager works effectively with external agencies, with clear communication highlighted as a strength. The registered manager advocates for children through the professional network.

The registered manager has an excellent overview of all areas of the home. There are effective auditing systems in place that help managers to identify trends and patterns and address any concerns at the earliest opportunity. This means that children's plans and care remain on track with minimal drift. The registered manager recognises areas of strength and of development in the home. There is a clear home development plan in place, which is regularly reviewed. Staff contribute their ideas on how to improve the care and outcomes for children. There is frequent consultation with children, which is acted on.

There is a strong management presence in the home. Children have good relationships with managers. The staff team receives regular, reflective supervision and appraisals. Staff feel able to seek support and advice from the managers. When significant incidents occur, staff receive debriefs from managers and plans are reviewed.

The manager is introducing a change to their style of recording to be more therapeutic. This is particularly important as children have access to their records through an app and can respond to their key-work sessions. Children have found this helpful and receive a manager's response when required if they comment. The implementation of the new recording style is underway but requires greater consistency.

What does the children's home need to do to improve?

Recommendation

- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under The Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'.

Children's home details

Unique reference number: 2569163

Provision sub-type: Children's home

Registered provider: Future 19 Social Care Limited

Registered provider address: 9 Thorne Road, Rossington, Doncaster DN1 2HJ

Responsible individual: Julie Link

Registered manager: Tony Richardson

Inspector

Ali Owens, Social Care Inspector

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