

# 2571031

Registered provider: Onextra Care Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is operated by a private organisation. It is registered to provide care for up to two children who experience social and emotional difficulties.

The manager registered with Ofsted in June 2024.

At the time of inspection, two children were living in the home. They both spoke with the inspectors about their experiences of living there.

### Inspection dates: 22 and 23 October 2024

|                                                                                           |                    |
|-------------------------------------------------------------------------------------------|--------------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>outstanding</b> |
|-------------------------------------------------------------------------------------------|--------------------|

|                                                             |             |
|-------------------------------------------------------------|-------------|
| How well children and young people are helped and protected | outstanding |
|-------------------------------------------------------------|-------------|

|                                           |             |
|-------------------------------------------|-------------|
| The effectiveness of leaders and managers | outstanding |
|-------------------------------------------|-------------|

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:** 5 December 2023

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement            |
|-----------------|-----------------|---------------------------------|
| 05/12/2023      | Full            | Outstanding                     |
| 26/04/2022      | Full            | Good                            |
| 20/07/2021      | Full            | Requires improvement to be good |
| 11/05/2021      | Full            | Inadequate                      |

## Inspection judgements

### **Overall experiences and progress of children and young people: outstanding**

Children living in the home are thriving. One child, who has lived in the home for over two years, said that they love living there and described it as 'the best'. They said they felt loved and cared for as soon as they moved in. The quality of relationships between staff and children is excellent. One child has moved in since the last inspection. Staff ensured that the child had a planned and warm welcome to the home. The child said that they feel happy and incredibly comfortable in the home.

The manager and staff are highly ambitious for children to do well in all areas of their lives. Children have made excellent progress with their education. Children did not always attend school before moving into the home, and now have 100% attendance. One child successfully obtained a college placement of their choice and is thriving in education. Meticulous work was carried out to help the child prepare for college and to travel there independently. Consequently, the child's confidence and maturity has flourished.

Staff provide children with a high level of care which is consistent and loving. They know the children exceptionally well and meet their needs to a high standard. Staff use different and creative ways to regularly seek children's views. Children can talk freely to staff and feel listened to. Staff strongly advocate on the children's behalf to ensure that they receive the best support possible from other agencies.

Children benefit from access to a wide variety of new opportunities and fun activities. Their individual interests are nurtured and encouraged. One child said they had wanted to try horse riding for a long time and since living at the home they now visit local stables twice a week; on one day to ride and the other to carry out voluntary work. This has significantly improved the child's confidence and social skills.

Staff actively support and encourage children to spend time with people who are important to them. Positive relationships are developed with children's families. One parent said, '[The members of the team] go above and beyond, and the care provided to their child means they can now spend regular time together as a family.'

Staff ensured that an older child who left the home to move to their own property was fully prepared and supported. The team provided the child with essential items to furnish their new home and maintained contact to ensure that they settled successfully. They are thriving in their new environment and fully appreciative of the independence skills they learned at the home.

Children are in good health and have no outstanding health needs. Their emotional and physical needs are met to a high standard. Children are supported to attend health appointments and are encouraged to make healthy choices about diet and exercise. An older child has learned how to budget and shop for food and how to cook healthy meals.

Children live in a warm, comfortable and homely house. The home is personalised with photos of the children, their achievements and memorable times displayed throughout. Children's bedrooms are furnished to a high standard and reflect their interests and personality. Staff helped one child create a vision board of ideas for their bedroom before it was decorated. This ensures that children have a strong sense of belonging to the home.

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

Children say that they feel safe. Their risks and vulnerabilities are exceptionally well understood. Risk and behaviour management plans are thorough and individualised. Staff know what action to take if risks arise. Children are involved in developing their plans to manage any known risks. There is a strong and inclusive safeguarding culture in the home.

Staff are trained in a therapeutic model that is embedded in their day-to-day practice for the benefit of both children. Practice is reviewed regularly by the manager and an excellent in-house therapeutic consultant. There are clear boundaries and rules in place at the home, with the focus on rewarding children for positive behaviours. Positive behaviours are documented and celebrated.

Children are helped to understand and regulate their emotions and behaviours. Consequently, one child who frequently went missing from their previous home has not done so since moving in. Staff do not need to hold children to keep them safe. There have not been any significant safeguarding incidents since the last inspection.

Children are supported to develop their understanding of issues that may affect them online and in the community. Staff take swift action to help children understand potential risks through scenarios and discussions. Specialist support is sought when needed to help staff and children understand and manage any new or emerging vulnerabilities.

Children are supported to safely develop their independence in line with their age and understanding. Children are involved in decisions about their day-to-day life in the home and their future. An older child has responded positively to thorough work carried out to help equip them with the right skills and knowledge for when they leave the home and transition to adult services.

Safer recruitment practices are in place to help ensure that only adults who are safe to work with children are employed in the home.

### **The effectiveness of leaders and managers: outstanding**

The manager is inspirational and leads her team by example. She is committed to her role and to ensuring the best outcomes for the children living in the home. The manager knows the children and the staff exceptionally well. She has developed a culture of professionalism and positivity where learning from practice is encouraged and promoted.

The manager is held in high regard by the children, staff and other professionals. Staff described her as supportive, compassionate and empathetic. Staff love working in the home and talk with pride and enthusiasm about the children and the progress they make. Staff work incredibly well together and share the same determination to deliver high-quality, child-centred care. Any changes to staffing are managed sensitively, with new staff introduced gradually.

The manager is a strong advocate for the children. She has developed excellent working relationships with partner agencies for the benefit of both children. A professional from a child's placing authority described the quality of care provided by the home and the communication they receive from the manager and the staff as fabulous.

Staff attend regular high-quality supervision sessions and team meetings which provide opportunities for reflection and learning. High-quality support is provided by the in-house therapeutic consultant, who meets with staff monthly to review practice. The reviews are child-centred and highly effective in providing insight into the children's behaviours and how best to help and support them.

Staff benefit from a wide range of training opportunities to ensure that they have the skills and knowledge to meet the needs of the children in their care. The manager is swift to arrange training when any new needs arise, to ensure her staff are equipped to provide children with consistently high levels of care.

The manager has excellent oversight of the home. She evaluates the work carried out with the children and uses an analytical tool to help identify any patterns or emerging themes. She instils a culture of learning within the home and is committed to continually improving practice for the benefit of the children.

No requirements or recommendations were made at this inspection.

## **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:** 2571031

**Provision sub-type:** Children's home

**Registered provider:** Onextra Care Limited

**Registered provider address:** 443 Houldsworth Business & Arts Centre, Houldsworth Street, Stockport SK5 6DA

**Responsible individual:** Warren Lewin

**Registered manager:** Kirsty McArthur

## Inspectors

Zillah Brooks, Social Care Inspector  
Mathew Morris-Jones, Social Care Inspector

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Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

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