

2591916

Registered provider: Future Focused Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned and is registered to provide care for one child with social and emotional difficulties.

The manager registered with Ofsted in September 2023. There was one child living at the home at the time of this inspection.

Inspection dates: 16 and 17 September 2025

Overall experiences and progress of children and young people, taking into account **outstanding**

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: 19 November 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/11/2024	Full	Good
24/01/2024	Full	Good
08/11/2022	Full	Outstanding
28/09/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Staff provide a warm and nurturing home for the child. The child said that from the moment they arrived at the home, it was warm and inviting and this helped ease their anxieties. They added that staff have helped them to feel settled and have answered any question they have, reassuring the child that they are there to support them. The child said, 'I love my bedroom because it resembles the one I have at home.'

The child has built strong, trusting relationships with staff, who show genuine care and spend quality time with them. The child said, 'When I came here, it felt unusual. But once I got to know everyone, they were so nice. I couldn't have asked for a better place.'

The child attends school. Staff support the child to access full-time education, and the child has excellent attendance. The child initially had a reduced timetable due to challenges at school that affected their learning. Staff supported the child to reflect on their experiences and encouraged positive thinking. They also worked with the school to address bullying concerns. This helped the child to gain confidence, and they are now thriving in education.

The child has made exceptional progress. When the child moved into the home, they avoided attending medical appointments. Staff support the child to understand the benefit and importance of personal health. Because of this, the child is now attending medical appointments.

The child feels valued by staff, who spend quality time with them and offer them a range of activities. The child enjoys these experiences and says that they boost their confidence and happiness. Staff also include the child's friends in events, helping the child feel more comfortable and appreciated.

Staff understand the child's needs and vulnerabilities well, and they work with therapeutic clinicians to create structured, personalised plans. These plans are regularly reviewed and updated to reflect the child's changing needs and to help staff to respond effectively. Staff receive specialist training to support the child with sensitive issues, which is individualised to their experiences and needs.

Staff support children to spend time with people who are important to them. Family and friends are welcome to visit the home, and staff make sure these connections are maintained. Recently, staff arranged for the child's friend to join them on holiday, which made the child feel happy and valued.

Children moving in or out of the home are supported through planned transitions. One child successfully moved out after their detailed support plan helped them to explore new environments and build relationships before they moved to their new home. This made the move smoother and reduced the child's worries. When new children move into the home, they are given information about the home, staff and activities. Staff value each child's experiences and work to ensure that transitions are calm and supportive.

Staff encourage the child to have a voice. The child knows their rights, how to make a complaint and where to get support. They feel settled, welcome and safe in the home. This is because staff work hard to make the child feel important. The child said, 'I can't think of anything the staff could do better, and If I had a worry, I would speak to the manager and I feel they would listen.'

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

The child feels safe living at the home. Risk assessments and care plans are kept up to date, reflecting the child's current needs and risks. This helps staff to provide safe and effective care. Because of this, there have been no incidents in the home.

There is strong teamwork and a deep understanding of the child's needs. The manager leads by example, creating a safe and stable environment where children do not go missing. They maintain clear oversight of all processes and documents, ensuring that any patterns in behaviour are identified and addressed.

There have been no incidents of physical intervention at the home. Although staff are trained in restraint, they focus on calming situations and understanding why a child may be upset. This approach helps the child to feel safe to talk about their feelings and trust staff to support them with their emotions.

The manager and staff carefully plan for new children entering their care. They hold team meetings and learn about children's backgrounds to ensure that support aligns with the local authority plan. Because of this, children feel understood by staff.

Staff are positive role models for the child. They provide care through a mixed-gender team, promoting respect and consistent learning. Staff lead by example, encouraging good behaviour and having meaningful conversations with the child. This ongoing support helps the child feel listened to, supported and settled.

The child is encouraged to continue or try new activities that help them manage emotions and behaviour in healthy ways, often including family and friends. These experiences provide the child with a sense of normality and boost their self-esteem. The child develops tools to cope with challenges, including their emotional well-being. Because of this, the child is preparing for their first competition through a dance club they attend.

Behaviour management plans are clear and focus on prevention, keeping the child safe effectively. There has been one allegation. This was handled quickly, with strong partnership working to create clear plans. When one child was unhappy with the outcome of an allegation, the manager ensured they received support and were signposted to advocacy services, reinforcing the value of their voice and safety.

The child is listened to, and their views help to shape their care. Staff use professional advice, research and feedback from the child to make a real difference. They set clear boundaries, offer rewards and give children choices, helping them to build independence and feel proud of their progress.

The effectiveness of leaders and managers: outstanding

The manager and staff work effectively together. This results in a stable and competent team that focuses on the child.

Staff praise the manager, noting consistency and availability, making it easy to seek support when needed. When one staff member faced personal challenges, the manager created a support plan, helping them feel valued and able to cope. This supportive management style has improved staff well-being and ensured that there is no impact on the child or the home.

New staff say that they feel supported, with the whole team sharing knowledge and helping to guide their learning. Because of this, staff are confident in the care they provide to the child.

Staff set clear expectations and boundaries and manage situations well, helping the child feel safe and supported. The manager and staff take time to understand the child's experiences and use a sensitive yet curious approach. They follow the chosen models of intervention, demonstrating high-quality care, and this has been strengthened by embedding therapeutic support for both the child and staff.

The manager has embedded research-informed practice into the team's work. Staff take turns presenting research topics in team meetings, often linked to the child they care for. These sessions are well received and help staff learn and grow. The manager also uses quizzes to track the team's strengths and areas for development, while making sure staff understand the child's needs. This has boosted staff confidence and knowledge and has created a strong, capable staff team.

Staff access full training when they start, including both required and extra training based on the children's needs. They look for new ways to help children and share what they learn across the team. This helps to make sure all children receive consistent care.

The manager builds strong relationships with wider professionals. This benefits the child through a strong collaboration to meet their needs. Staff can better understand the journey of the child, strengthening the support they provide to the child.

No requirements or recommendations have been made following 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: 2591916

Provision sub-type: Children's home

Registered provider: Future Focused Limited

Registered provider address: Crows Nest Business Park, Ashton Road, Billinge, Wigan, Lancashire WN5 7XX

Responsible individual: Neil Smith

Registered manager: Aimee Watkinson

Inspector

Paul McKay-Smith, Social Care Inspector

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