

2593623

Registered provider: Continuum Support – Care Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private provider. It is registered to provide care for one child who may experience social and emotional difficulties.

There was no registered manager in post at the time of the inspection.

At the time of this inspection, one child was living at the home. The child spoke to the inspector.

Inspection dates: 9 and 10 June 2026

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

requires improvement to be good

How well children and young people are helped and protected

requires improvement to be good

The effectiveness of leaders and managers

requires improvement to be good

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 20 January 2026

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/01/2026	Full	Good
14/01/2025	Full	Good
27/02/2024	Full	Good
29/11/2022	Full	Good

Summary of findings

The child is settled in the home and benefits from positive relationships with staff. The deputy manager has provided stability during a period without a registered manager, and staff work effectively with other professionals to meet the child's needs.

However, safeguarding practice is inconsistent. Staff have not always followed procedures, and some incidents have not been appropriately recorded or reported to Ofsted.

There is no registered manager in post, the home's documents and recruitment records require improvement, and further maintenance is needed to improve the home environment.

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

The child has lived in the home for over nine months and is well settled. They have developed positive and trusting relationships with the adults who care for them.

Staff have a good understanding of the child's health needs. They ensure that the child can access universal healthcare services when required. Managers advocate effectively on the child's behalf to secure specialist assessments and therapeutic support when this is needed.

Staff encourage and support the child to attend education. They arrange tutoring sessions and provide reassurance when the child is reluctant to engage. Staff work closely with education professionals and partner agencies to reduce barriers to learning and to improve the child's educational engagement.

The child is supported to maintain important family relationships. Staff actively promote and facilitate time with family members in line with the child's care plan. The child is also offered a range of activities and experiences that support their social development and emotional wellbeing.

The child's bedroom is personalised to reflect their interests, helping to create a sense of belonging. However, the wider home environment requires improvement. Several maintenance issues remain outstanding from the previous inspection, including decorative work, woodwork repairs and the replacement of an external light fitting. Although some work had begun at the time of the inspection, a significant amount of maintenance is still required to ensure that children live in a welcoming and homely environment.

How well children and young people are helped and protected: requires improvement to be good

The home has experienced a period of instability due to the registered manager's long-term absence. Despite this, the deputy manager has provided continuity of care and support for the child, contributing to a reduction in incidents of concern.

Physical intervention is used only when necessary and proportionate to keep the child safe. However, there have been occasions when staff have physically prevented the child from leaving the building, and these incidents have not always been recorded as physical interventions. This reduces management oversight and limits opportunities for evaluation and learning.

Staff understand the child's vulnerabilities and risks. However, practice is not consistently effective. On one occasion, staff did not follow established procedures and did not immediately remove an unsafe item from the child during a period of distress. This increased the potential risk of harm.

Staff generally respond appropriately when the child goes missing from care. However, on one occasion, records do not show the efforts made by staff to locate the child. In addition, daily room searches are not routinely documented. These recording shortfalls reduce management oversight and hinder leaders' ability to assess the effectiveness of safeguarding practice and the actions taken to support the child's safe return.

The child receives regular key-work sessions that cover a range of relevant topics. They are encouraged to express their wishes and feelings and are supported to reflect on incidents. This promotes learning, self-awareness and risk reduction.

The effectiveness of leaders and managers: requires improvement to be good

There is no registered manager in post. Day-to-day management responsibilities are undertaken by the deputy manager, who is supported by an experienced responsible individual.

New staff receive an induction before beginning the recognised childcare qualification. Staff have access to a broad range of training opportunities that help them develop the knowledge and skills needed to meet the child's needs.

Staff say that they receive support from the deputy manager. Regular supervision provides opportunities for reflection, discussion and professional development. Team meetings further support learning, information and reflective practice.

The deputy manager has developed positive working relationships with relevant agencies. However, since the last inspection, there have been shortfalls in the notifications of serious incidents to Ofsted. This has reduced opportunities for external scrutiny and oversight of the provider's decision-making and actions to safeguard the child.

Risk assessments do not consistently provide staff with clear, specific guidance on the actions needed to manage identified risks. In addition, management oversight and monitoring systems are not sufficiently robust. As a result, shortfalls in recording and evaluation are not consistently found or addressed, reducing managers' ability to assess the effectiveness of care and risk management practices.

Safer recruitment practices are in place. However, detailed employment history and specific start and end dates were not clearly recorded and potential gaps in employment were not explored for some staff.

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

Statutory Requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'. The registered person must comply within the given timescales.

Requirement	Due date
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2)(a)(i)(iii)(v)(vi)(vii)) The registered person must ensure that thorough room searches are undertaken by staff to identify and remove items that may be used for self-harm, and that all room searches are clearly recorded in the home's records.	9 July 2026
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare.	9 July 2026

In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home’s statement of purpose; ensure that the home’s workforce provides continuity of care to each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; demonstrate that practice in the home is informed and improved by taking into account and acting on— research and developments in relation to the ways in which the needs of children are best met; and feedback on the experiences of children, including complaints received; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(e)(f)(g)(i)(ii)(h)) The registered person must ensure that all incidents involving the use of physical restraint are fully, accurately and contemporaneously recorded within the home’s records. The registered person must ensure that risk assessments clearly set out the required actions and expectations for staff in relation to welfare checks, and that staff maintain clear records when welfare checks have been completed.	
The registered person must notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious;	9 July 2026

there is an allegation of abuse against the home or a person working there; a child protection enquiry involving a child — is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e)) The registered person must ensure that significant incidents are notified to Ofsted in a timely manner.	
The quality and purpose of care standard is that children receive care from staff who— understand the children’s home’s overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children’s needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; and enable each child to participate in the daily life of the home (Regulation 6 (1)(a)(b) (2)(c)(i)(ii)) In particular, the registered person must ensure that the home is maintained to a high standard, that any damage is repaired promptly and that the environment remains clean and well presented in order to meet the needs of the child. This requirement is restated.	6 August 2026
The registered person must recruit staff using recruitment procedures that are designed to ensure children’s safety. The registered person may only—	9 July 2026

employ an individual to work at the children's home; or

The requirements are that—

the individual is of integrity and good character;

the individual has the appropriate experience, qualification and skills for the work that the individual is to perform;

the individual is mentally and physically fit for the purposes of the work that the individual is to perform; and

full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2.
(Regulation 32 (1) (2)(a) (3)(a)(b)(c)(d))

In particular, the registered person must ensure that robust recruitment procedures are followed. Application forms should include the precise start and end dates for each period of employment to ensure that any gaps in employment histories for new members of staff are identified.

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: 2593623

Provision sub-type: Children's home

Registered provider: Continuum Support – Care Services Limited

Registered provider address: Sinclair Accounting Co Ltd, 300 St. Mary's Road,
Garston, Liverpool L19 0NQ

Responsible individual: Peter Mahon

Registered manager: Clare Macleod

Inspector

Sonja Vega, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

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