

2606135

Registered provider: Connect Care Solutions Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The children's home is owned by a private provider and can provide care for one child with social, emotional, and mental health difficulties.

The manager registered in June 2024.

Inspection date: 29 July 2025

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 9 July 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/07/2024	Full	Good
27/06/2023	Full	Good
15/11/2022	Full	Requires improvement to be good
16/03/2022	Interim	Sustained effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

There is one child living in the home. The child is settled and making sustained progress in all areas of her life. The child has built trusting relationships with staff. A family member commented, 'I couldn't be happier with the improvement and progress they have made,' and 'It has been astounding how far they have come with the encouragement, love and support from all staff.'

The child said they are happy living in the home and that they feel cared for and listened to by staff. The child has clear routines and boundaries in place, which are consistently implemented by staff. This has afforded the child a sense of safety and stability. The child has been supported to personalise all areas of the home, which provides a comfortable and nurturing space.

The child has been supported to attend school and has made significant progress. Managers and staff work effectively with education professionals to ensure that any barriers to learning are addressed. Staff arranged for the child to access additional tutoring to support her to achieve her academic potential. The child has completed her exams and has applied to college.

The child enjoyed attending her school prom, and managers arranged for her to arrive in a special car. The staff also surprised the child with tickets to see her favourite singer in concert to celebrate her finishing her exams. The child said the concert 'was amazing'.

The child has developed in confidence and self-esteem. The child is being supported to build their social skills and understand how to make positive friendships. Staff promote age-appropriate independence skills in preparation for the future.

The manager and staff support the child to have strong relationships with her family. The child spends regular, quality time with family members, which has contributed to an improvement in their emotional well-being and sense of identity.

The child is in good physical health, and staff support the child in receiving routine, age-appropriate healthcare. The child has support from specialist services in line with their individual needs.

Staff enable the child to make decisions about their day-to-day care experiences. Staff listen to the child's views. The child requested to have one of the smaller bedrooms as she felt more comfortable in this space. Staff supported the child to make this change.

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

Staff have access to detailed risk management plans that contain clear strategies for them to follow to keep the child safe. Staff are clear about their roles and responsibilities in relation to safeguarding practice. They understand the specific risks for the child in their care and adhere to the agreed strategies. Risk management plans and strategies are regularly reviewed.

The risks for the child have significantly reduced. The manager and staff work effectively with professionals to ensure that effective safety plans are in place to keep the child safe. When incidents have taken place, there are clear records in place that detail the action of staff. Management oversight is effective in identifying and addressing any required improvements to staff practice.

Staff make use of their positive relationships with the child to help them to understand unsafe behaviours. This takes place through regular informal discussions and key-work sessions. Family members speak positively about the staff team and say that the child is safe and well cared for.

Staff manage the child's behaviours well. The use of consequences is appropriate. The registered manager ensures that a record is maintained and that the record contains management oversight to ensure that the measure used is effective.

The child has been missing from the home; however, the number of incidents has significantly reduced. There are well-coordinated responses that reduce the risk of harm to the child. There are missing-from-care protocols in place, which staff follow. Records are clear in terms of the action taken by staff to return the child home safely. The child has been supported to speak to someone independent following each incident.

Staff physically hold the child as a last resort. The records of incidents of holding a child reflect the actions taken by staff to de-escalate the situation. There is clear management oversight and scrutiny as to the appropriateness and proportionality of the restraint used.

Managers recruit new staff safely. Staff are thoroughly vetted and assessed before any appointment is confirmed. These safe recruitment procedures make sure that only suitable adults work in the home.

The effectiveness of leaders and managers: good

The home is managed by an experienced, qualified manager who is child centred. He knows the child very well and leads by example to create a nurturing environment. He is ambitious for the child in his care.

Staff speak highly of the manager and the difference he has made to the home and the progress of the child. The staff receive regular support in their roles and value

the practical advice and guidance that the manager provides. The manager delegates responsibilities to the staff to build their skills and support their development. One staff member said, 'I have come on leaps and bounds in confidence,' and 'He [the manager] trusts us to do the jobs to a good standard.'

Staff receive detailed and child-focused supervision, and the staff team meets regularly to discuss any issues about the child or the home.

There have been a number of staff changes, and there is ongoing recruitment. The manager has put measures in place to ensure that the changes do not disrupt the child's progress and that the child experiences continuity in care.

Staff have good access to training to ensure that they have the necessary knowledge and skills appropriate to the home's statement of purpose. The manager has identified some research-informed models of care to support staff's practice; however, this is not yet embedded in the care of the child.

The manager has effective monitoring and review systems in place to ensure that he has oversight of the quality of care of the child. The manager has identified areas for development and has made plans to ensure that there are ongoing improvements to the home and to the quality of care.

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

Recommendation

- The registered person should ensure that staff have access to training and resources to improve their knowledge and skills to support the identified needs of children in their care. Specifically, training in relation to therapeutic models of care, child development and attachment theory. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)

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: 2606135

Provision sub-type: Children's home

Registered provider: Connect Care Solutions Limited

Registered provider address: 17 Victoria Road East, Thornton Cleveleys,
Lancashire FY5 5HT

Responsible individual: Marvin Wood

Registered manager: Lee Church

Inspectors

Suzanne Birchall, Social Care Regulatory Inspector
Samantha Kean, Social Care Regulatory Inspector

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