

2616993

Registered provider: CF Support Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care for up to two children with emotional and social difficulties.

The manager registered with Ofsted in January 2024 and is suitably qualified and experienced.

Inspection dates: 19 and 20 August 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: 14 May 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/05/2024	Full	Good
19/04/2023	Full	Good
15/06/2022	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

One child was living at the home at the time of the inspection. The child has been living in the home for two years and is making good progress. The child spoke to the inspector and gave positive feedback about their experiences living in the home. Feedback from a family member was also positive, describing the home as supportive and nurturing.

Since the last inspection, one other child moved into the home and later moved on after around four months. Although the child's needs could not be fully met, staff made commendable efforts to support them while they lived at the home. The transition was handled with care, and staff continued to offer support to the child in their new placement.

Children's educational needs are well supported. One child has successfully returned to full-time education, while another was supported through a tutor and an alternative provision. Staff are proactive in promoting education and ensuring that children have access to learning opportunities.

Health needs are met effectively. Children are supported to attend all physical health appointments, and their emotional well-being is also prioritised.

Staff encourage children to engage in a range of activities. One child attends army cadets weekly, and this has had a positive impact on them. The child is also preparing for an international holiday. This is a significant and exciting opportunity.

Children's views are actively sought and valued. Weekly meetings provide a forum for children to contribute to decisions for the home, including menus, activities and personal goals.

The home environment is welcoming, clean and well decorated. Children are encouraged to personalise their rooms. The property benefits from two spacious lounge areas and a variety of resources for children to enjoy.

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

Children are safeguarded effectively. Staff have positive, trusting relationships with children and demonstrate a clear understanding of their individual needs and vulnerabilities.

Children's assessments and support plans are detailed and tailored to each child. Child-friendly versions are particularly effective in helping children understand their own goals and targets. Positive behaviour is encouraged through praise and well-

planned incentives. Consequences are proportionate and clearly recorded. This approach has contributed to children's positive progress.

Staff respond appropriately when concerns are raised. Physical interventions occur infrequently and are well recorded, indicating that they are necessary and proportionate. The manager reviews them, and debriefs with children and staff take place. Other challenges, including self-harm and online safety, are well managed. Support plans are in place for these and are regularly reviewed.

The home has experienced a high number of missing-from-home incidents; however, staff have responded appropriately. They follow missing protocols and individual plans and act diligently when children go missing. Where missing incidents have been frequent, the manager has implemented additional safety planning and convened strategy meetings to try to increase support for the child.

Health and safety risks are monitored and managed effectively. Fire and safety checks are conducted routinely. Fire drills take place regularly.

A comprehensive assessment of the local area has been completed, which is kept up to date and contains useful and individualised local information. This helps staff to predict where children are likely to be when they go missing, or where or when they might be at risk in the local community.

The effectiveness of leaders and managers: good

The home is led by a suitably qualified and experienced manager, supported by a team of deputy managers. There is a clear and positive dynamic among the leadership team, which contributes to a strong and aspirational culture.

Oversight from the responsible individual is effective. Leaders and managers demonstrate a commitment to continuous improvement and have responded to learning from previous inspections.

Staff receive comprehensive and up-to-date training, including specialist training tailored to the needs of individual children. Induction processes are thorough and support staff to feel confident in their roles. Regular team meetings and group supervisions led by a clinical psychologist support reflective practice.

The home has a large and mostly stable staff team. There has been no use of agency staff since the last inspection, which has helped to maintain consistency and build strong relationships with children. Recruitment practices are robust, with reference checks exceeding regulatory requirements.

Children's records are well maintained, with key local authority documents such as care plans and placement plans present. Daily logs are informative, and other reports, such as incident records, provide good detail and use professional language.

Most staff feedback was positive. Most staff enjoy carrying out their roles and feel well supported. However several staff expressed concerns, some which they said they did not feel they could raise with managers, and others which they said were raised with managers but were not responded to fairly or formally recorded. While leaders also said they have attempted to address concerns informally, there is an absence of records and whistle-blowing procedures were not followed. Staff need to know the home's internal complaint and whistle-blowing mechanisms and need to feel they can use these without reprisal. Leaders and managers should follow up concerns or grievances effectively when they are raised, and ensure records are kept which appropriately evidence how any matters raised have been responded to.

Supervision is generally viewed positively, and records reflect meaningful discussions. However, some records were unsigned or missing, suggesting that supervision may not always be taking place regularly in line with the home's workforce development plan.

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

Recommendations

- The registered person should ensure that staff are familiar with the home's internal whistle-blowing procedures. Staff should raise concerns or grievances through these procedures, and when they do, such concerns should be explored and responded to fairly and effectively, in line with the provider's policy. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.9)
- The registered person should ensure that effective practice-related supervision takes place regularly and that appropriate records are kept. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.3)

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: 2616993

Provision sub-type: Children's home

Registered provider: CF Support Services Limited

Registered provider address: C F Support Services, Three Rivers Business Centre
Unit 11, Felixstowe Road, Ipswich IP10 0BF

Responsible individual: Joanne Henderson

Registered manager: Emily Pepperell

Inspector

Daniel Rankin, Social Care Inspector

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