

2619265

Registered provider: Coastal Quality Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private provider runs this children's home. The home provides care for up to two children who may be experiencing social and emotional difficulties.

The home was registered with Ofsted in February 2021 and the manager registered in November 2024.

One child was living in the home at the time of this inspection and was spoken with by the inspector.

Inspection dates: 21 and 22 May 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: 11 June 2024

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/06/2024	Full	Requires improvement to be good
21/11/2023	Full	Good
14/03/2023	Full	Good
21/09/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children receive mixed experiences of moving into and out of the home. Since the last inspection, one child has moved into the home in a well-thought-out and planned way. This consisted of the child making several visits to the home and staff meeting with the child prior to them moving in. This has led to the child settling in well, and they are building warm and trusting relationships with the staff. One child left the home after the management team ended the child's placement as they recognised that they could no longer meet the child's specific needs. However, the manager supported the child with the move and helped to settle them into their new home.

The manager and staff know the child well and promote their well-being. Staff follow individualised care plans to support the child's development and to help them meet their goals and targets. Appropriate plans are in place to allow the child to develop independence skills for the future.

The child's health needs are recognised and understood and are being met by staff. The child is supported to attend routine and specialist health appointments. The manager works closely with a specialist nurse to request reviews and any changes to the child's medication. This ensures that the child's health needs are met. However, staff do not consistently ensure that the child's plans are updated with relevant information. This means that staff do not have the most up-to-date information in relation to the child.

The child has not attended education for several years, prior to them moving into the home. The manager works closely with educational professionals, the child's social worker and the child to understand the barriers to learning. As a result, the manager has identified appropriate education for the child to support them to achieve academic qualifications.

Since the child moved into the home, staff have been encouraging them to take up a new hobby, fishing. The child recognises that this supports them to have time away from home to think and reflect. This helps the child to develop their interests and promotes self-reflection.

Staff regularly celebrate the child's achievements. Staff support the child to see their family and friends. This helps the child to have relationships with the people who are important to them and to maintain a sense of identity.

The home is decorated and furnished to a good standard. The child likes their home and takes pride in it. Consequently, the child lives in a happy, safe and relaxed home where staff treat them with dignity and respect.

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

The manager and staff know the child well and understand their background, risks and vulnerabilities. Risk management plans are thorough. Plans are regularly reviewed and updated by staff. Staff demonstrate that they understand the plans and know what action to take to safeguard the child.

Incidents are few, although, on occasion, they have been serious in nature. Staff have managed these well following relevant protocols. However, on one occasion staff called the police for assistance. The manager deemed this proportionate and necessary to support the safety and well-being of the child and staff. When incidents do occur, staff take the time to speak to the child to give them guidance and look for new strategies to manage the risk of this happening again.

A consequence given to the child, despite being appropriate and supporting the child to remain safe, was not fully recorded in line with regulation and the child was not spoken with by staff. This is a missed opportunity for the manager to review staff practice to help prevent this from happening again.

Detailed and clear plans are in place that advise staff what action to take if a child goes missing from the home. On one occasion, a child went missing from the home. Staff followed the protocol and worked with the police to return the child home safely. When the child returned home, they were spoken with by someone independent to the home.

Staff encourage the child to take age-appropriate risks, such as using public transport to visit their family and spending time out in the community with their friends. Staff ensure that they regularly speak with the child to ensure they remain safe.

Staff are trained in physical intervention and de-escalation techniques. Physical intervention is used as a last resort. On one occasion, staff have had to physically hold a child to keep them safe. The intervention was deemed proportionate and necessary to keep the child and staff safe.

Staff recruited to work in the home are done so in a safe way. The manager ensures that the necessary checks are completed before staff start working with children. This helps to ensure that the adults working with children are safe to do so.

The effectiveness of leaders and managers: good

The manager is suitably experienced. They have a relevant childcare qualification and are working towards a management qualification. The manager is supported by an equally qualified and experienced deputy manager. The management team members lead by example. They know the child well and speak passionately about them. They are ambitious for the child's future.

New staff receive a thorough induction that provides them with a detailed programme of training and guidance for their new role. On completion of their probationary period,

staff are enrolled on to a suitable qualification if they are not already qualified. This leads to consistency in care and support for the child.

The manager and staff receive regular supervision in line with the home's statement of purpose. Staff attend regular team meetings. They use this time well to reflect on their practice and the needs of the child. Staff say that they feel valued, respected and supported by the management team. This has supported the development of positive staff morale.

Staff and professionals speak highly of the management team. A social worker said, 'The information sharing and the standards of their reports are amazing. I love the fact I open my emails on a Monday morning and get a good update which is clear in terms of how [name of child] week has been and anything more urgent, [name of manager] rings me. Communication is strong.'

The manager has systems in place to review and monitor the quality of care the children receive. He has recently completed a quality of care review. This evaluates the positive progress made by the children. However, this review does not consider shortfalls effectively and how they impact on the children's care. Feedback was included from professionals and family members. However, no feedback was included from the children and staff. This is a missed opportunity to further develop and enhance the care staff provide for children.

A member of staff said, 'It is a lovely house to work at with a great team and support system. We offer many qualities between us to help children thrive and gain independence. I enjoy the team I work with, and [name of manager] is a great manager to work under as he has everyone's best interest at heart and is a great role model and mentor to learn from.'

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(s) must comply within the given timescales.

Requirement	Due date
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report"). The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1) (2)(a)(b)(c) (3) (5))	6 July 2025

Recommendations

- The registered person should ensure that each child's day-to-day health and well-being needs are met, and that all appointment outcomes are recorded. ('Guide to the Children's Homes Regulations, including the quality standards', page 33, paragraph 7.3)

- The registered person should ensure that when any consequences are given to children to address behaviours, the staff are spoken to about the use of the measure and the consequence is recorded in line with regulation. ('Guide to the Children's Homes Regulations, including the quality standards', page 46, paragraph 9.38)

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: 2619265

Provision sub-type: Children's home

Registered provider: Coastal Quality Care Limited

Registered provider address: Scott House, Clarke Street, Poulton Industrial Estate,
Poulton-Le-Fylde FY6 8JW

Responsible individual: Wayne Johnson

Registered manager: Ryan Craddock

Inspector

Julie Elder, Social Care Inspector

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