

# 2620266

Registered provider: Guidance Care 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 2 children who may have social and emotional difficulties.

At the time of the inspection there were 2 children living in the home.

The manager registered with Ofsted in April 2025.

### Inspection dates: 10 and 11 February 2026

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| How well children and young people are helped and protected | good |
|-------------------------------------------------------------|------|

|                                           |             |
|-------------------------------------------|-------------|
| The effectiveness of leaders and managers | outstanding |
|-------------------------------------------|-------------|

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 11 March 2025

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 11/03/2025      | Full            | Outstanding          |
| 05/03/2024      | Full            | Outstanding          |
| 21/02/2023      | Full            | Good                 |
| 07/03/2022      | Full            | Good                 |

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Children have trusting and secure relationships with staff who know them well and put their wellbeing as a priority. Staff treat the children with dignity and respect, and they experience care that is sensitive to their individual needs. Staff speak fondly and passionately about the children.

There continue to be difficulties with some children's attendance at school and college. The manager and staff are working closely with education providers and placing authorities to identify additional support and strategies to encourage improved attendance.

Staff also help children develop their life skills and independence skills in preparation for adulthood. This work is delivered gradually and tailored to each child's age and ability. One child has recently moved successfully into semi-independent living as a result of the progress made through this structured life-skills programme.

Staff provide children with a range of opportunities to take part in activities that support their hobbies and interests. They also recognise that, due to the children's ages, they often prefer to spend time with their friends. Friends are welcomed into the home, and staff actively encourage the development of positive and healthy friendships.

Staff support and encourage children to express their views, wishes and feelings. This happens through daily conversations as well as more formal opportunities, such as monthly children's meetings and individual support sessions. These approaches help children contribute to day-to-day decisions about their care, enabling them to feel listened to and reassured that their views are valued. Staff advocate for children and consistently act in their best interests.

When children move into the home, the manager completes a detailed assessment to determine whether they are suitably matched to live together and whether staff have the skills and experience required to meet their needs. These assessments are based on information provided by the professionals involved in each child's life. The manager provides appropriate challenge to placing authorities to ensure that any move is carefully considered and firmly in the child's best interests.

When children have moved on from the home the manager and staff have ensured this has been done sensitively and with the best possible planning under the circumstances. They have worked with the new provider to support the move to be as least disruptive for the child as possible.

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

When children raise complaints or concerns about staff, these are responded to appropriately and shared with the relevant professionals. Children's welfare remains the priority throughout the process.

Children's support plans and risk assessments are detailed documents that provide staff with clear information and strategies to ensure consistent care. However, these records would benefit from being streamlined to include only up-to-date and relevant information, and from ensuring that risks are assessed proportionately.

When it has been necessary to physically hold a child, the intervention has been reasonable, proportionate and used only to keep children and staff safe. All involved receive a debrief to reflect on the incident, and this process also helps staff understand the child's feelings and emotional responses. There are, however, some shortfalls in the electronic recording of these incidents, and elements of the manager's oversight have been lost due to a system error. This impacts the quality of future reflection and record-keeping.

When children have stayed away from the home without permission. Staff have taken suitable steps to locate them, to keep in touch with them and to encourage them to return home at the earliest opportunity. Staff have worked with family and the local police to support a safe return home. When children have returned to the home, staff talk to them to identify their reasons for being away without permission and to see if there is anything they can do to help.

Staff encourage children to attend routine health appointments such as the doctor and dentist and also access specialist wellbeing support when needed. When children have refused to attend appointments, staff have completed individual support sessions with them to help them understand the importance of the appointment and to help them to make an informed choice about whether they attend.

Individual support sessions take place often and are used to discuss key events and to support children to understand risks such as drug use and to understand the importance of personal hygiene and school attendance.

When staff identify that children are smoking cannabis, they take appropriate action by completing room searches, educating the child about the risks associated with drug misuse, and encouraging engagement with external support services to help reduce substance use. However, not all staff have received training in substance misuse.

There are systems in place for the safer recruitment of staff. However, these have not been successful in obtaining all information. For one staff member there was not a full employment history and the reason for leaving previous care roles was not explored.

## **The effectiveness of leaders and managers: outstanding**

There is an experienced manager in post who is ambitious for the children and plays an influential role in improving their lives. She is supported by a deputy manager, and together they share a strong, determined vision for what the children and the home can achieve.

There is a core team of staff who provide stability and consistency for the children. They know the children well and understand their individual needs. Staff have clear roles and responsibilities and share a strong sense of ownership and accountability. They work effectively as a team, and managers lead by example.

The manager and staff are committed to working collaboratively with relevant professionals, including placing authorities and schools. They attend regular meetings and reviews to ensure children's needs are understood and met. When external services are not fulfilling their responsibilities or are not meeting children's needs, the manager and staff provide professional challenge to ensure that children's rights are upheld and their voices are advocated for

The manager is innovative and has an ambitious vision for what she wants to achieve. She has systems in place to ensure that she has oversight and a detailed understanding of the home and uses these systems effectively to drive improvements. The quality-of-care review is evaluative and identifies areas of strength and areas of challenge. However, the report does not have a clear action plan or the views of children about the care they receive.

Staff have completed training to provide them with the skills and knowledge to meet children's individual needs. In addition to formal training sessions, the manager also uses team meetings to deliver information she has learned from research to inform staff practice to support children's specific needs.

Team meetings take place often and are well attended by the team. They are child-focused and used to share information and updates on children. They are also used as a training and development opportunity for staff. These meetings are interactive and are an opportunity to explore staff understanding of relevant topics and enhance their skills and knowledge.

Supervision sessions are held regularly and are used to support staff wellbeing and development. They are used to reflect on significant events, are child-focused and practice related. In addition to these sessions, appraisals are completed regularly. They are used to assess the staff members competency to do the role and there is an emphasis on staff progression and development.

## 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, 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      |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| <p>The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety.</p> <p>The registered person may only—</p> <p>employ an individual to work at the children's home;</p> <p>if the individual satisfies the requirements in paragraph (3).</p> <p>The requirements are that—</p> <p>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)(d))</p>                                                                                  | 26 March 2026 |
| <p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(a)(b) (2) (c))</p> <p>Specifically, the registered person must ensure that staff are all trained in substance misuse.</p> | 26 March 2026 |

### Recommendations

- The registered person should ensure that if records are kept electronically, that information can be easily accessed by anyone with a legitimate need to view it and, if required, be reproduced in a legible form. IT systems should ensure the safe storage

of these records and business continuity planning should be in place to prevent loss or damage to them. ('Guide to the Children's Home Regulations.' Page 61, paragraph 14.2)

- The registered person should ensure that staff are familiar with the home's policies on record keeping and understand the importance of careful, objective, and clear recording. Information within plans should be concise and accessible to staff. ('Guide to the Children's Home Regulations.' Page 62, paragraph 14.4)
- The registered person should ensure that the quality-of-care review includes the views of children about the home and the care they receive. The report should clearly identify any actions required for the next 6 months of delivery within the home and how those actions will be addressed. The whole review process and the resulting report should be used as a tool for continuous improvement in the home. ('Guide to the Children's Home Regulations.' Page 64 and 65, paragraph 15.2 and 15.4)

## **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:** 2620266

**Provision sub-type:** Children's home

**Registered provider:** Guidance Care Limited

**Registered provider address:** Unit 8 Sovereign Court, Wyrefields, Poulton Industrial Estate, Poulton-le-fylde FY6 8JX

**Responsible individual:** Lorraine Anderson

**Registered manager:** Elisha Hulme

## Inspector

Katie Tomlinson, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit [www.nationalarchives.gov.uk/doc/open-government-licence](http://www.nationalarchives.gov.uk/doc/open-government-licence), write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

T: 0300 123 1231  
Textphone: 0161 618 8524  
E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
W: [www.gov.uk/ofsted](http://www.gov.uk/ofsted)

© Crown copyright 2026