

# 2638322

Registered provider: Sunbridge Childcare Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is privately operated. It provides care for up to 4 children who may experience social and emotional difficulties.

The manager registered with Ofsted in November 2025.

At the time of this inspection, 4 children were living in the home. One of the children was spoken with during the inspection.

### Inspection dates: 28 and 29 April 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 | good |
|-------------------------------------------|------|

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

**Date of last inspection:** 27 October 2025

**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            |
|-----------------|-----------------|---------------------------------|
| 27/10/2025      | Full            | Requires improvement to be good |
| 04/02/2025      | Full            | Good                            |
| 07/02/2024      | Full            | Good                            |
| 14/06/2022      | Full            | Good                            |

## Summary of findings

Children experience warm, trusting relationships with staff who know them well and advocate strongly for their needs. Education engagement, emotional support and positive behaviour are consistently promoted, and children benefit from opportunities to develop their independence skills.

Incidents are managed well and missing-from-home incidents have reduced due to coordinated, timely responses by staff.

The manager provides strong, nurturing leadership, creating a culture where children feel valued and achievements are celebrated. Despite recent staffing changes, staff work collaboratively, providing children with stability and consistency. Children are happy, settled and well cared for.

There are some areas of development. Staff do not always write about the children's experiences using child-friendly language. Staff have regular practice-related supervision, but supervision sessions are not reflective to help them further develop their practice.

## Inspection judgements

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

Children benefit from consistently warm, trusting relationships with staff. These relationships have formed quickly despite recent changes in the staff team. Staff have placed strong emphasis on building secure relationships so that children feel safe and settled. As a result, children have continued to make positive progress.

Three of the 4 children have established education arrangements. Two children are settled and making good progress. One child is being supported to return to education for the first time in 2 years, a significant step forward for them. Although one child remains reluctant to re-engage in formal education, staff are helping the child to develop independence and life skills. Essential everyday routines are being used to build the child's confidence and self-care skills.

Staff provide support for children's health needs. Concerns around vaping and substance misuse have been addressed through ongoing guidance. Staff help children understand the long-term effect of these behaviours and are planning to work with external specialist agencies to improve their knowledge in this area. Although children are not yet engaging with these services, staff continue to build the foundations for future involvement.

A recent admission to the home was well planned and sensitively managed. The child was given opportunities to visit and stay overnight beforehand. This preparation helped reduce anxiety around the move. While some settling-in challenges remain, staff are

working closely with the local authority to ensure that the child continues to feel supported and safe.

Children enjoy a wide range of positive and meaningful experiences. These include days out, shared activities across the providers homes, and monthly achievement letters written in a warm, child-friendly style. Daily records capture children's experiences; however, the quality of recording is inconsistent. Some entries lack the same child-centred tone seen elsewhere. This is an area for development to ensure that all written records reflect the nurturing practice.

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

Incidents have reduced in the home. This has been achieved through children receiving consistent emotional support. Staff help children to recognise, name, and understand their feelings, as seen in the work with one child to identify emotions in the moment. Staff respond sensitively during times of distress and use clear boundaries to help children understand safe and acceptable ways to express themselves.

Missing-from-home episodes by children have also reduced since the last inspection. When children do go missing, staff follow clear, coordinated procedures. Staff understand their responsibilities, acting quickly to find children, and work with other agencies to ensure that children return home safely and with minimal harm.

Staff have a good understanding of the individual risks and challenges children face and act when issues arise. For example, staff responded effectively to one child's misuse of substances, ensuring their safety while helping them understand the effects of their choices. Staff also support children to take positive, age-appropriate risks that build confidence and independence, such as walking to school and spending time with friends in the community.

Children know how to complain and are comfortable doing so. Concerns raised by children are taken seriously and acted on. Complaints are responded to promptly and appropriately, helping children feel listened to and respected.

Positive behaviour is consistently promoted. Staff regularly talk with children about rules, expectations, and boundaries. Children are encouraged through incentives and rewards, and consequences are used fairly when needed. When children struggle, staff use de-escalation, distraction, and diversion techniques, which are effective in most situations. When behaviour escalates, staff are skilled and experienced in managing challenging incidents safely and calmly.

The front door chimes are in use to monitor comings and goings in the home. However, their use is not reflected in any of the plans, despite the impact on children's privacy. there is currently no review mechanism to consider if their continued use is necessary.

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

The manager provides strong, child-centred leadership. She knows the children and staff well and has created a culture where children experience warm and nurturing care. Children feel valued and small achievements are recognised. This helps children to build their confidence and sense of belonging.

The manager and staff advocate for children, ensuring that plans remain appropriate and reflect children's wishes and feelings. For example, when a child initially expressed a desire to move to supported accommodation but later changed their mind, the manager ensured that this was communicated clearly to the wider multi-agency network, including the child's independent reviewing officer. This resulted in an agreed plan for the child to remain in the home for a longer period, supporting their stability.

The staff team has experienced a period of significant change, with several staff leaving and new staff joining. Despite this, staff have been quick to develop positive working relationships. Staff report that they have gelled well as a team, which provides children with the consistency they need.

The manager and staff work collaboratively with external professionals. Feedback from professionals is positive, and they describe children as happy, settled and well cared for. They value the quality of care and how the home is managed.

Staff and managers benefit from a range of support mechanisms, including training, practice-related supervision sessions and team meetings. Bespoke training has improved staff's understanding of children's behaviour and emotional responses. While supervision sessions take place regularly, they are not yet reflective. This is an area for development to further enhance staff's learning and practice.

## 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     |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| <p>The registered person must ensure that—</p> <p>any limitation placed on a child's privacy or access to any area of the home's premises—</p> <p>is kept under review and, if necessary, revised.<br/>(Regulation 21 (c)(iii))</p> | 30 June 2026 |

### Recommendations

- The registered person should ensure that information about the child is always recorded in a way that will be helpful to the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)
- The registered person should ensure that practice-related supervision sessions enable staff to reflect on their practice and the needs of the children. ('Guide to the Children's Homes Regulations, including the quality standards', page 39, paragraph 8.15)

### 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:** 2638322

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

**Registered provider:** Sunbridge Childcare Ltd

**Registered provider address:** 3 Hedley Court, North Shields, Tyne and Wear NE29 7ST

**Responsible individual:** Paul Lundie

**Registered manager:** Jillian Finney

## Inspector

Miriam Dolman, Social Care Inspector

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