

2640099

Registered provider: Northridge Care Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private provider. It is registered to care for up to two children who may experience social and emotional difficulties and/or special educational needs and/or disabilities (SEND).

The manager registered with Ofsted in April 2025.

At the time of this inspection, two children were living at the home. One child was spoken to by inspectors.

Inspection dates: 3 and 4 February 2026

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: 28 August 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/08/2024	Full	Good
09/05/2023	Full	Requires improvement to be good
23/08/2022	Full	Good
23/03/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children enjoy meaningful relationships with staff and can identify an adult they trust. One child confirmed that they are happy living in the home. Staff speak about children with genuine care and affection and know them well.

Children are in good health. Staff take them to routine and specialist health appointments and make prompt referrals to external agencies when additional support is required. Staff cook healthy, well-balanced meals, encourage physical activity and promote healthy lifestyles.

When barriers to school attendance arise, the manager works effectively with external professionals to find solutions individual to each child's needs. As an interim measure, children complete worksheets and engage in activities that support their learning. This prepares children to return to education.

Staff recognise and understand the importance of children spending time with people who matter to them. For one child, this has involved rebuilding relationships with family. As a result, children enjoy quality time with family and friends.

Staff listen to children's views, wishes and feelings and support them to be involved in decisions about their care. Children co-produce their care plans and are kept informed about why decisions are made.

Since the last inspection, one child has moved to supported accommodation and one child has moved into the home. A further child moved in briefly but moved on quickly following a significant behavioural incident. The manager has completed a comprehensive review of that child's time at the home and identified lessons learned.

The home is generally a warm and welcoming environment with many photos of the children displayed throughout. Staff help children to personalise their bedrooms according to their individual preferences. However, some communal areas require redecoration.

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

Staff have the necessary skills, knowledge and understanding to help children stay safe. Detailed written information from placing authorities supports staff practice. Risk assessments are clear and provide detailed guidance for staff to follow, and child friendly versions help children to understand what adults are worried about. Staff respond quickly and proactively to safeguarding incidents and consistently follow children's safety plans.

Staff manage behaviour well, using effective de-escalation techniques to reduce heightened situations. They use rewards and incentives to promote positive behaviour. On one occasion, staff used a physical hold as a last resort to prevent harm. Consequences used in the home are proportionate and effective.

When children go missing from the home, staff are persistent in searching for them and work to return them home safely. Staff contact family and friends to gather information and support their efforts to locate children as quickly as possible. When children remain absent, staff continue their attempts to encourage children to return home safely.

Staff respond sensitively and appropriately when children harm themselves. They administer first aid, offer reassurance and care, and help children develop positive coping strategies for managing strong emotions. Staff also search bedrooms when needed to remove items that may be used to cause harm.

Staff complete extensive, research-based direct work with children to develop their understanding of risk and challenge any discriminatory views they express. They also support children to learn essential life skills that they will need when they move on from the home.

The manager handles complaints efficiently and effectively. Records show the actions taken to resolve issues and provide a clear rationale for decisions made.

Before children move into the home, the manager completes a risk assessment identifying known risks. However, for one child, the manager did not fully consider staff's skills and experience in meeting the child's needs or clearly record the decision-making rationale. The manager has since introduced an improved and effective system for considering new admissions.

The effectiveness of leaders and managers: good

The registered manager is highly skilled and experienced. She uses effective monitoring and review systems to maintain excellent oversight of the home. She has a detailed understanding of each child's needs, is strongly child centred and has high expectations of staff. She leads by example and continually drives improvement in the service.

The manager and staff use research-informed practice and consult with the homes therapy team to understand children's behaviours and adapt their approaches. Staff use warmth, encouragement and humour to get the best out of children. The manager completes comprehensive reviews of behavioural incidents, analyses root causes and incorporates relevant community statistical information to deepen understanding. These tools help staff analyse behaviour and adjust their care accordingly.

There is a stable staff team in place that is committed to providing good quality care to children. Staff describe loving their jobs and enjoying coming to work. They say that the manager is approachable and that they feel confident in raising concerns. One staff member said, 'She's brilliant, I can't sing her praises enough. She is the best manager I

have ever had.' Individual welfare plans help the manager to identify and respond to staff wellbeing needs. Staff describe feeling appreciated which is reflected in the home's staff appreciation board.

The manager prioritises staff development. Staff attend a wide range of training that equips them to manage children's individual needs. The manager also provides development sessions in team meetings to enhance practice. This includes engaging with local communities to build deeper cultural understanding and delivering bespoke workshops. Staff describe a strong learning culture whereby feedback is shared constructively and without blame.

Staff receive regular, reflective supervision and have ample opportunities to discuss their care of children. Supervisions explore staff's strengths and aspirations. Staff are provided with clear guidance on the tasks they need to carry out. Any shortfalls in staff practice are addressed.

The manager communicates effectively with partner agencies. She advocates strongly for children and escalates concerns when their needs are not being met. Professionals say that staff provide 'excellent' care for children. One social worker said, 'The manager is brilliant, she goes above and beyond always for [name of child] and is really proactive when any concerns arise, implementing appropriate safety plans quickly.'

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 care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose. (Regulation 14 (1)(a)(b) (2)(a))	4 March 2026

Recommendation

- The registered person should ensure that staff provide a welcoming and nurturing environment that is designed, furnished and maintained to meet children's needs effectively. ('Guide to the Children's Homes regulations, including the quality standards', page 15, paragraph 3.7)

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: 2640099

Provision sub-type: Children's home

Registered provider: Northridge Care Group Limited

Registered provider address: Richard House, 9 Winckley Square, Preston PR1 3HP

Responsible individual: Paula Normanton

Registered manager: Kayleigh Jones

Inspectors

Leanne Carr, Social Care Inspector

Joy Viles, Social Care Inspector

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