

2645906

Registered provider: Changing Lives Care Group Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private provider. It offers care for up to four children who may experience social and emotional difficulties.

One child has left the home since the last inspection. One child currently lives in the home. Both children's views were sought and considered as part of this inspection.

The manager registered with Ofsted in June 2024. The registered manager was not present during the inspection.

The registered provider has recently appointed a new responsible individual, and we are currently checking this person has the relevant capacity, experience and skills to carry out the role.

Inspection dates: 9 and 10 September 2025

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 22 October 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/10/2024	Full	Good
16/05/2023	Full	Good
25/04/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Since the last inspection, one child has moved on from the home, having lived there for 17 months. A new child recently moved in. Both children have benefited from the care of a stable, skilled team of staff who provide child-centred, attentive and nurturing care.

The provider decided to serve notice on one child's placement due to escalating safeguarding risks in the community. They no longer felt able to keep the child safe or meet their needs. The provider managed the challenging situation with the utmost care and professionalism. The manager extended the notice period to support the child in moving to a new home that provided specialist care. Moving from this home was well planned in partnership with the placing authority and included ongoing support for the child. This outstanding relationship-based practice helped the child move and settle in their new home.

Despite challenges, the child made significant progress and enjoyed positive experiences. The manager became a strong advocate for the child. This commitment and persistence facilitated the child's transition into full-time education. Staff worked directly and sensitively with the child to help them explore and accept their identity, reflecting staff's commitment to inclusive care.

Both children spoken to provided overwhelmingly positive feedback. They report feeling genuinely cared for and supported. One child noted a clear difference compared to previous experiences of care, saying, 'Staff were there (previous home) for the money, but here, staff truly care.' Discussions, observations and written records clearly demonstrate the tenacity of the staff. They are ambitious for children in their care. Interactions between staff and children are warm, nurturing and playful. These interactions help children to connect and develop trusting relationships.

Children's voices are central to staff practice. Staff provide children with regular opportunities to express their wishes and feelings. Staff support and encourage children to develop decision-making skills that contribute to and influence their experiences. This outstanding practice empowers and promotes children's self-worth and resilience.

Children are encouraged to participate in activities tailored to their needs, interests and abilities. Staff carry out regular and purposeful direct work with children. These discussions cover sensitive topics as well as practical support. This demonstrates staff's ability to help children manage risk and promote growth safely.

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

Children have clear, consistent routines and boundaries that support safety and encourage positive behaviours. Safeguarding practice is exceptional. Staff thoroughly understand children's experiences.

Children's risk assessments are detailed and individualised, and they provide staff guidance and strategies to manage and respond to risks effectively. Staff demonstrate an excellent understanding of these measures and apply them consistently. This practice ensures that children are protected, risks are well managed, and children's welfare is central to decision-making.

Children's care planning documents confirm that staff know the children exceptionally well. Staff are proactive in recognising triggers and adapting plans as children's needs evolve. Relationship-based and creative approaches enable children to feel heard and understood. This ensures that children receive personalised, effective care that minimises risks and promotes their safety and well-being.

When children go missing, staff respond with persistence and care. Children receive return home interviews. This ensures learning and informs practice improvement. Allegations of harm are handled fairly, quickly and in accordance with statutory guidance. Staff promptly communicate concerns to managers or appropriate agencies, ensuring that children are consistently safeguarded and supported throughout any investigation.

Safeguarding reports are robust; they provide a detailed analysis of risks and actions and consider triggers or reasons for children's behaviours. A strong culture of reflection underpins safeguarding practice. The manager maintains strong oversight of safeguarding practice to identify learning and draws on therapeutic consultations with the in-house therapist to inform reflective practice. This ensures that staff continually strengthen their safeguarding practices, knowledge and skills.

Staff communicate effectively with the wider network and partner agencies. Professionals have said that staff are proactive and support keeping children safe. This further demonstrates staff's commitment to collaborative approaches, ensuring professional accountability for safeguarding children. However, the manager has not consulted relevant external agencies when carrying out a review of the premises. This means opportunities to identify and mitigate risks in the local area may be missed.

The effectiveness of leaders and managers: outstanding

Leaders are highly effective and provide clear, consistent direction for the workforce. Leaders have embedded a strong culture where staff feel valued. Staff say the registered manager is supportive, approachable and committed to investing in their well-being and development.

The registered manager has an active presence in children's lives, spending quality time with them building trusting relationships. This ensures that she knows each child well and can advocate effectively for their individual needs.

The stability of the workforce provides children with a secure base and underpins their progress. The introduction of the 'Emotional Resilience Assessment' provides a clear

framework that contributes to the help and support children receive. This tool enables staff to recognise and demonstrate children's progress and outcomes.

Leaders acknowledge the complexities and challenges of working in residential care. Leaders ensure that staff's welfare is fully supported. Staff are supported with reflective supervision of exceptional quality and make excellent use of therapeutic support offered by the in-house psychotherapist.

Opportunities for reflective practice have enabled staff to develop a deeper understanding of children's behaviours and their own responses to conflict. This results in thoughtful, child-centred approaches and the use of new strategies that directly benefit children.

Team meetings are purposeful, regular and well attended by staff. Staff receive excellent supervision, which is child focused and well balanced between performance management and professional development. Reflective discussions are robust, encouraging staff to consider strengths and areas of development. This creates a learning culture where staff feel safe to reflect and grow.

The manager has established strong relationships with stakeholders, including education providers and social care professionals. Feedback highlights effective communication and recognises children's progress. However, there has been limited response to the annual survey facilitated by the regulator. Managers have not supported this system, which is a missed opportunity to seek the views of others and improve care for children.

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

Recommendations

- The registered person should review the location risk assessment and ensure that the views of external agencies and professionals are considered as part of this risk assessment. ('Guide to the Children's Homes Regulations, including the quality standards', page 64, paragraph 15.1)
- The registered person should actively seek independent scrutiny of the home and make the best use of the information from independent and internal monitoring (including under regulation 44 and point-in-time surveys) to ensure continuous improvement. This specifically relates to obtaining feedback from children and the professional network. ('Guide to the Children's Homes Regulations, including the quality standards', page 55, paragraph 10.24)

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: 2645906

Provision sub-type: Children's home

Registered provider: Changing Lives Care Group Ltd

Registered provider address: Office 7, 35 to 37 Ludgate Hill, London EC4M 7JN

Responsible individual:

Registered manager: Natalie Lacey

Inspectors

Tazim Akhtar, Social Care Inspector

Teresa Godfrey, His Majesty's Inspector

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