

2654347

Registered provider: Positive Outcomes Childcare Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company. It provides care for up to three children who have experienced social and emotional difficulties.

A manager has been in post since February 2025 and has submitted her application to register with Ofsted.

Since the last inspection two children live in the home, and two have moved on. Both children who live in the home and one child who has left contributed to the inspection.

Inspection dates: 1 and 2 July 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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 25 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
25/06/2024	Full	Requires improvement to be good
18/03/2024	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

The placing authorities of both children who moved into the home requested an urgent move. This meant the children were not able to visit the home before moving in. The manager visited them, and the children's guides were shared with them prior to their move. One professional commented on how welcoming staff were when the child moved in and how amazing the support has been. Children also said they felt 'welcomed' when they arrived and 'like living in the home'.

Both children who have left benefited from a planned move out of the home. They returned to their hometowns and were supported by staff to prepare to live in semi-independent accommodation. One child said: 'The best thing about the home was the care that the staff provided to me. I felt prepared when I left the home and started living on my own'. Both children enjoyed a leaving party where they were able to say goodbye to staff who had cared for them. This provided a positive ending for the children and promotes lasting relationships.

The manager is a strong advocate for education, and challenges professionals when concerns are identified. As a result, one child was not permanently excluded and was able to return to school to sit their GCSEs. Another child who was out of post-16 education was supported to attend a voluntary work placement and received tuition funded by the home.

One child who is thriving in education is supported to remain at the same school. One professional commented: 'Since living in the home, the change in the child at school is remarkable. They are aspirational for their future, have a positive attitude to learning and their attendance has significantly increased.' The child has completed their GCSEs and attended their prom.

Children are in good health and are supported to attend routine health appointments. Where specialist health needs are identified, the manager will ensure children have access to support services. Children are supported to attend leisure activities, such as horse riding and Guides, which supports children's resilience and increases confidence.

Staff understand children's cultural needs and can identify what is important to them. Children's heritage is promoted; they are supported by staff to attend church and prepare meals that reflect their identities. Staff ensure that children are supported to cook a range of cultural dishes and have opportunities to meet people who share cultural similarities to the child, as this is important to them.

Relationships valued by children are promoted by staff, who support children to keep in touch with friends and family as often as possible. One child who lives a considerable distance from their family was supported to have regular visits. The manager forms positive relationships with children's family members. This helps to ensure effective

communication and reassures children that relationships can be maintained even when they are away from home.

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

Children can identify trusted adults they can talk to. They feel safe in the home and are confident that staff will listen to any worries or concerns they have. Staff understand children's behaviours and vulnerabilities. They implement strategies to help keep children safe. Positive behaviour is rewarded, and consistent boundaries are implemented by staff. This approach is effective, since the last inspection serious incidents are rare and there has been no use of physical restraint.

Missing-from-home incidents are well managed. Staff understand how to respond and provide a well-coordinated approach to support children's safe return. Independent return home interviews are arranged for children. Additionally, staff talk to children to understand the reasons for going missing and advocate for their needs with their social worker. As a result, one child no longer goes missing.

Staff are well trained and have meaningful conversations with children to educate them about the risks associated with social media and online activity. Internet filters are installed to reduce and manage risks. This practice helps to keep children safe when exploring the internet. Despite this, an isolated incident occurred which highlighted a child's vulnerabilities to exploitation. The manager responded appropriately by reviewing online access and taking appropriate steps to support the child to navigate the internet safely considering their age and future care plan. Staff are not risk-averse, and they have taken a proportionate approach tailored to the age and needs of each child.

The manager has formed strong working relationships with professionals to support children. Excellent communication between the manager, children's social workers and other partner agencies ensures that key information is shared and professionals are working in partnership to improve outcomes for children.

The effectiveness of leaders and managers: requires improvement to be good

A new child-focused manager leads the home. She has an excellent understanding of the children's experiences, needs and risks and has high aspirations for children. These are understood by staff who share her vision. Staff demonstrate commitment and warmth in their approach, and they have also developed meaningful relationships with the children.

Before the new manager's appointment, there was a period of instability with temporary managers in post. Feedback from one professional noted that the change in management arrangements has led to some disruptions as each manager would join with a different outlook and focus. This detracted from the home's overall progress each time leadership changed.

The new manager has identified areas to be developed because of inconsistency in the home's leadership and management arrangements. For example, some reports including outcomes of complaints lack detail, and there is inconsistent information recorded in children's plans. This means staff do not always have clear guidance on how they should respond to incidents.

The induction process for staff administering medication requires further development. The current process has shortfalls in the recording process and lacks managerial oversight of staff competencies to administer medication.

Monitoring and reviewing systems are not always effective. One child was able to obtain the staff Wi-Fi password, which resulted in a serious incident. There have also been missed opportunities to gather and collate feedback for regulatory reports.

Children benefit from being cared for by staff whom they know well and trust. Staff understand children's needs and how best to care for them.

Staff receive regular supervision, and additional support is provided through monthly team meetings. The organisation's psychologist provides therapeutic guidance to develop staff practice. Staff report that supervision is beneficial and provides opportunities to reflect and learn. As a result, staff feel supported and that they are now growing and working together as a cohesive team'.

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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (2)(h))	4 September 2025
Subject to paragraph (6), the registered person must establish a procedure for considering complaints made by or on behalf of children. In particular, the procedure must provide that no person who is the subject of a complaint takes any part in its consideration or investigation, except at the informal resolution stage if the registered person considers it appropriate. The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39 (3))	4 September 2025

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: 2654347

Provision sub-type: Children's home

Registered provider: Positive Outcomes Childcare Ltd

Registered provider address: 16 Queen Street, Wellington, Telford TF1 1EH

Responsible individual: John Ryan

Registered manager: Post vacant

Inspector

Joanne Hawkins, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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Textphone: 0161 618 8524
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