

2662427

Registered provider: Changing Lives Care Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private provider and is registered to provide care for up to three children who may have social and emotional needs.

The manager is suitably qualified and experienced and is registered with Ofsted. They were present throughout 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: 28 and 29 October 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: 18 December 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/12/2024	Full	Outstanding
19/09/2023	Full	Good
31/08/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

At the time of the inspection, two children live in the home. Both children have experienced exceptional stability and have developed strong, trusting relationships with a consistent and skilled team. The children report feeling happy, safe and that they have positive relationships with the staff team.

Staff provide children with an exceptionally nurturing, stimulating and enjoyable environment where children make excellent progress. Staff and children spend quality time together, engaging in shared activities, such as cooking, outings and celebrations, which help promote a sense of belonging and identity.

Staff are enthusiastic about recognising and celebrating each child's achievements. Staff proudly attended an awards ceremony to offer support for one child, who received a certificate for their personal progress. This consistent encouragement and recognition strengthen children's confidence, self-worth and motivation to succeed.

Staff have a strong understanding of the emotional impact of loss, trauma and separation. Children are supported to spend time with people who are important to them and help them to make connections with family. Staff have invited one child's parent to the home to help a more relaxed and meaningful family experience. Staff also encourage children to form friendships and take part in activities in the community which help build essential social and life skills.

Staff support children to explore their interests, such as dance, art and football. One child is successfully completing a work experience at a local youth club. Both children recently enjoyed a holiday abroad. This a significant milestone for one child who was travelling for the first time. Staff provided reassurance and preparation, turning the experience into a lasting positive memory.

Children are supported to learn and develop their independent skills, such as cleaning and tidying their bedrooms, cooking and shopping. Children are also supported to develop skills to maintain their emotional and physical care. This helps them prepare for adulthood.

Staff speak about children with genuine warmth, affection and pride. When children present with behaviours that challenge, staff respond with curiosity, empathy and therapeutic understanding. Their calm, reflective approach helps children feel understood and accepted, enabling them to build resilience, trust and hope for their futures.

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

Children live in a home where they feel safe, secure and genuinely cared for by staff who know them extremely well. Relationships between staff and children are nurturing,

trusting and stable. This has formed the foundation for the children's remarkable progress.

Children have comprehensive care plans, which provide staff with an in depth understanding of each child's experiences, emotional triggers and needs. As a result, staff are forward thinking, calm and effective in their responses. This ensures risks are managed safely while also promoting children's independence and decision-making skills.

Safeguarding practice is robust. Incidents are rare, but when concerns do arise, they are managed with professionalism, empathy and a focus on reflection and learning. Staff support children to explore their feelings and gain insight into how to keep themselves safe. This approach enables children to develop personal responsibility and confidence.

Staff provide children with clear routines and positive boundaries that are communicated with warmth and consistency. Staff provide firm but nurturing guidance, which helps children to feel secure and understand expectations. As a result, children's behaviour has improved significantly and their ability to regulate emotions and engage positively with others has strengthened.

The effectiveness of leaders and managers: outstanding

The manager's inspirational and effective leadership drives a culture of excellence. Despite the manager being dual registered and managing two homes, her commitment, creativity and determination to achieve the best outcomes for children and staff are exceptional.

The manager leads by example and promotes a vision rooted in therapeutic child-centred care. She is an excellent role model to the workforce. She ensures that theoretical knowledge is consistently embedded in day-to-day practice. This enables staff to deliver informed, reflective and nurturing support for children.

Staff say they are well supported, and they are encouraged to contribute and share ideas. As a result, the members of the team feel valued in their roles. Staff are provided with a wide range of development opportunities which help them to self-reflect, gain a deeper understanding of trauma responses and learn how best to offer support and guidance. Staff report that this training has not only strengthened their knowledge and practice but has also improved team cohesion and mutual support for one another.

Reflective practice is embedded across all aspects of care and contributes to consistently positive outcomes for children. Supervision discussions and team meetings are purposeful, reflective and well structured. Topics prioritise children's progress, safeguarding and staff well-being. This open, learning-focused environment has created a confident, motivated and resilient staff team.

Leaders and managers collaborate with other professionals and build positive professional relationships. Professional feedback is extremely positive. The network is

kept up to date and communication is effective. This has led to children receiving the same messages and excellent support in line with their care plans.

Leaders and managers have robust quality assurance processes in place. This effective oversight ensures that practice is continuously improving.

Information about this inspection

The inspector has 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: 2662427

Provision sub-type: Children's home

Registered provider: Changing Lives Care Group Ltd

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

Responsible individual:

Registered manager: Natalie Lacey

Inspector

Tazim Akhtar, Social Care Inspector

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