

2667807

Registered provider: CF Support Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately run home provides care for one child with social and emotional difficulties.

The manager registered with Ofsted in October 2025.

Inspection dates: 18 and 19 November 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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 14 May 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/05/2024	Full	Good
17/07/2023	Full	Good
20/09/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of inspection, there was one child living at the home. The child spoke to the inspectors. Since the last inspection, two children have moved out.

Two children left the home in an unplanned way. The circumstances were difficult, but staff worked hard to make sure that both children had the most positive ending possible. For one child, this meant that they remained in the home for an extended period of time until a new, suitable placement was identified. This provided the child with stability during a period of uncertainty. When children move out, leaders and managers complete a review of the placement. This helps them to identify learning that can strengthen future practice.

Moves into the home are carefully planned. Leaders and managers complete individual assessments before any child moves in. These assessments reflect the child's needs and explain how staff can meet them. On one occasion, the assessment identified the need for additional staff training, which was then provided. As a result, staff were equipped with the skills and knowledge required to provide effective care for that child.

Children have positive experiences and make good progress. Staff understand children's backgrounds and respond sensitively to their needs. The child said that they feel safe, settled and well supported by staff. As a result, incidents have reduced and the child is engaging well in education, training and work. They are developing the skills they need for independence.

Children have warm and trusting relationships with staff. They spend time together and feel confident to express their views, knowing that staff will listen and act. The child spoke positively about the care they receive and said they feel valued. They said that is the best home they have ever lived in. This promotes their confidence and emotional well-being.

The home is welcoming and homely. Children personalise their rooms and contribute to decisions about the environment. This helps them to feel ownership and stability.

Children's wishes and feelings are regularly sought through meetings and individual sessions. Staff provide clear feedback so that children know how their views have influenced decisions. Complaints are investigated thoroughly and outcomes are shared with children. This reassures them that adults take their views seriously.

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

Children have detailed, individualised risk assessments and support plans that staff review regularly. Staff understand these plans well and follow them consistently. As a result, they use effective strategies to protect children and manage risk. For one child,

this approach has led to a significant reduction in incidents. This means that the child is safer and now able to experience more positive day-to-day experiences.

Staff know what to do when children go missing from the home. Missing-from-home protocols are clear and reflect the individual needs of the children. Staff follow these protocols well. One child has had several missing episodes. Staff have worked well with external professionals to develop a coordinated package of support for the child. As a result, the child has not been missing from home for several months.

Staff help children to learn how to keep safe through regular key-work sessions. These sessions are reflective of each child's needs and level of understanding. When children make allegations, staff follow the correct safeguarding procedures. Concerns are investigated thoroughly and children are kept informed of this in a way that makes sense to them. This helps children to feel safe and confident that staff take their worries seriously.

Staff help children to learn about personal safety. They hold regular one-to-one sessions that sometimes follow incidents. These sessions cover key topics, such as healthy relationships, substance misuse and missing episodes. They also support children to develop coping skills and strategies to manage their emotions. As a result, children are able to make positive decisions and keep themselves safe.

Staff use physical restraint only when necessary to prevent harm. Incidents are well documented and recorded accurately and promptly. Managers review each incident to check that procedures were followed and to identify learning. Debriefs take place with staff and children following these incidents. This provides the children with the opportunity to share their views and for staff to identify lessons learned.

Staff have used consequences as part of their wider approach to managing behaviour. These are generally logical and restorative. Staff discuss and agree consequences together with children. This helps children to learn and take responsibility for their actions.

The effectiveness of leaders and managers: good

The home is led by a suitably experienced and qualified manager. The manager is supported by the responsible individual and a deputy manager. The management team is aspirational for the child. They are proud of the achievements of the child and the staff team.

Since the home opened, there have been several changes in leadership. The current responsible individual and registered manager were promoted from within the organisation. They had prior experience of working in the home and with the staff team. This has helped to provide continuity and stability for both staff and children during a period of change.

The manager and the responsible individual completed a review of previous practice. This helped them to identify areas for development and devise a clear and purposeful action plan. Strengthened management oversight has supported staff to improve their practice. This is also helping to deliver better outcomes for children. As a result, children benefit from more consistent high-quality care.

Staff report very positive experiences working in the home. They feel well supported by leaders and managers and their contributions are valued. Staff are proud of the team and the achievements of children.

Training is effective. Staff are prepared before children move into the home. This means that staff have the right skills and knowledge to provide safe and effective care. Ongoing training in team meetings develops skills further. Managers use 'what if' scenarios to embed learning into practice. As a result, children receive consistent support that reflects their needs.

Staff access regular supervision sessions. They are reflective and detailed. This gives staff the opportunity to discuss any concerns and receive constructive feedback.

External professionals and family members have provided positive feedback on the child's progress. They said that communication with managers is very effective and that regular updates are provided. This enables other professionals to maintain effective oversight of the child's care. Professionals said that by working closely together, they now have a clearer understanding of the child's needs. This means that the child benefits from coordinated support and consistent care.

There were no requirements or recommendations made at this inspection.

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: 2667807

Provision sub-type: Children's home

Registered provider: CF Support Services Limited

Registered provider address: Three Rivers Business Centre, Unit 11 Felixstowe Road, Ipswich, Suffolk IP10 0BF

Responsible individual: Denise Holland

Registered manager: Emily Marshall

Inspectors

Emilja Myers, Social Care Inspector
Thembie Mzila, Social Care Inspector

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