

2669033

Registered provider: Proactive Care (Manchester) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a private company. It provides care for up to two children who may experience social and/or emotional difficulties.

At the time of the inspection, two children were living at the home.

The manager registered with Ofsted in May 2025.

Inspection dates: 27 and 28 August 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: 6 August 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/08/2024	Full	Good
13/12/2023	Full	Good
05/10/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

During the inspection, one child spoke to the inspector.

Since the last inspection, one child has moved out of the home and one child has moved in, both in a planned way, and this has supported children to settle in. One child has lived in the home for 18 months, and during this time, has made great progress. The other child has lived in the home for almost one year and is also making progress. Staff have supported the children through various difficulties and challenges, which has allowed them to remain living in their home. This has given children stability and provided a sense of belonging. One child said, 'It's great here, and I like all the staff.'

Education is valued in the home. One child is attending college and is doing well. They have won several awards in relation to their achievements, and these are also celebrated in the home. The other child has had some difficulties in education, yet staff have worked proactively with other professionals to source an education provision that will meet their needs. Staff provide educational opportunities in the home in creative ways. This includes using outside agencies when appropriate.

Staff understand children's health needs. When children are reluctant to attend appointments, staff persevere and attempt to engage them in their health plans. Children have been supported to access specialist services for advice, including sexual and emotional health. Children and staff have access to the provider's therapeutic team, which allows for a good understanding of children's emotional health. Staff are very supportive when children suffer bereavement and loss, and children are given time to grieve. However, there has been one occasion when staff have not sought medical treatment in a timely manner after an accident. This has been addressed by the management team, whose members have ensured that all staff are now aware of correct procedures that should be followed.

Family time is supported and encouraged by staff. Both children have a large amount of freedom and autonomy in who they spend time with. Friends can visit the home and join in on days out. This gives children a sense of normalcy and aids their development of positive social relationships.

Staff and the manager ensure that children's voices are heard. Children are supported to understand plans for their future and express their views. There are a variety of ways in which children's wishes and feelings are gathered, including writing to children who are reluctant to have direct conversations. Staff have also ensured that one child has been able to access independent advocacy. This has prompted the placing authority to review plans for the child and ensure that they are in-line with their feelings and wishes.

The home is a comfortable and safe environment. Children have been able to personalise their bedrooms. Children are able to participate in leisure activities that they are

interested in and have been on holiday with staff. Staff help children to develop independence skills, such as cooking, washing and using public transport.

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

The management and staff team has undergone considerable change since the last inspection. Both children have formed trusting and positive relationships with the staff, who know their needs and vulnerabilities well. Staff know how to escalate concerns, including to external safeguarding agencies. New members of staff have been recruited safely to ensure that only suitable individuals work with children.

There has been a large number of missing-from-home episodes for one child. These are generally well managed. Staff work with other professionals and family members to ensure that there is a safe return home. When the child has left home without permission, staff follow and attempt to persuade them to return home. However, on one occasion, a child was able to leave unnoticed in the night. When staff became aware, they were able to quickly locate the child and bring them home safely. Staff have learned from this incident in an effort to ensure that this does not happen again.

Staff have a good understanding of therapeutic practices and are highly nurturing. Staff seek to understand underlying reasons for children's behaviours. Positive behaviour is promoted using rewards and incentives. Staff hold regular discussions with children on important issues, such as staying safe, health and substance misuse.

Children have faced some risks in the community, and there are robust procedures in place to manage these. Staff offer support to children and work with other safeguarding agencies to ensure children's safety. Children have been able to participate in their own safety planning, which has increased their awareness of risks and how to stay safe.

The effectiveness of leaders and managers: good

There is a new manager in place, who is suitably qualified and experienced. She also has responsibility for another home in the organisation. The manager has embedded a range of tools to monitor and improve the care of children. The manager is supported by a strong deputy manager. They are child-centred and know the children well.

There is a committed staff team, whose members work together effectively. There is a range of experience in the team, with some staff already being qualified in childcare. New members of staff complete an induction before being enrolled to attain a relevant qualification. The members of the team have access to a range of training. The manager has ensured that staff have the skills to meet the children's needs. Children are also able to complete training courses which may interest them.

Staff state that they feel supported by the manager and provider. Staff have regular supervision sessions, which allows them to reflect on their practice. Team meetings are held regularly and are used as a forum for discussion and learning. The home's therapist attends the meetings to provide therapeutic input, advice and guidance.

The manager and staff team work with other professionals effectively. They are strong advocates for children. There is good communication and information-sharing with others in order to keep children safe and progress their plans.

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; are familiar with, and act in accordance with, the home's child protection policies; and that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(i)(iii)(v)(vi)(vii)(b)) In particular, the registered person must ensure that staff understand and follow strategies in place to safeguard children. Any shortfalls in practice must be addressed. This includes seeking medical attention after accidents. Furthermore, all steps must be taken to prevent children from leaving the home unnoticed at night.	12 September 2025

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: 2669033

Provision sub-type: Children's home

Registered provider: Proactive Care (Manchester) Limited

Registered provider address: Proactive Care Ltd, Houldsworth Business & Arts Centre, Houldsworth Street, Stockport SK5 6DA

Responsible individual: Ashley O'Leary-Jones

Registered manager: Charlotte Coker

Inspector

Eve Ostridge, Social Care Inspector

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