

2669323

Registered provider: GSM Ardent Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned children's home. It provides care for up to 3 children who experience social or emotional difficulties.

At the time of the inspection, 3 children were living at the home. Two children shared their views with the inspector. One child was observed interacting with staff.

The home was registered with Ofsted in February 2022, and the manager registered in December 2022.

Inspection dates: 25 and 26 February 2026

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: 9 July 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/07/2024	Full	Good
21/11/2023	Full	Good
28/06/2022	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Children's moves in and out of the home are managed sensitively. When moving out, children receive individualised picture books and personalised letters. Children moving into the home have everything they need, including new clothing and toiletries. This helps children settle into their new home quickly.

Children benefit from living in a homely environment. Children's photos and certificates of achievements are proudly displayed in the home. Additionally, children are given the opportunity to personalise their bedrooms and decorate them as they wish. This supports children to develop a sense of belonging.

Children are making good progress from their starting points. One child's social worker said: 'I am shocked by the progress [name of child] has made.' Children said they enjoy living in the home and that they like staff. One child said: 'They help me with things, they listen to me.' This creates an environment where children feel able to talk with staff about any worries they may have.

When there is no identified education placement, the manager advocates strongly for children's right to education and escalates concerns appropriately. Staff support children to apply for part-time employment, alongside supporting their education plans. This helps children to understand the importance of education and develop aspirations for their futures.

Children's voices are important to the manager and staff. Children are supported to prepare presentations on topics of their choice and to share these with the staff team. For example, one child used this as an opportunity to reflect on their own behaviour and feelings. This helps children express themselves and share their wishes and views in different ways. Another child is now confident in using spoken words to communicate their needs. One social worker said: 'Staff have given [name of child] their voice.'

Staff support children to develop independence skills. All children are encouraged to help with household tasks, such as washing up, cooking and vacuum cleaning. This is supporting children to develop new skills in preparation for adulthood.

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

Children benefit from clear routines, boundaries and structure. One social worker said: '[name of child] now has consistency in their home life; the rules and boundaries are clear.' Staff use rewards and visual incentive charts which are effective. This provides children with positive reinforcement.

Staff speak with children and support them to make safer choices. For example, staff help children to understand the importance of road and fire safety. One child said: 'It can

be annoying, but it is helpful.' Additionally, staff and the manager work closely with multi-agency professionals, such as forensic child and adolescent mental health services. As a result, children have access to specialised input from those best placed to meet their needs.

When children go missing from home, staff respond appropriately and promptly. Staff work with local police and actively search local areas. Staff explore the reasons why children go missing and if anything can be implemented to prevent future occurrences. Additionally, children are given the opportunity to speak to someone independent.

Staff ensure that robust measures are in place to support children to stay safe online. When there are concerns about internet safety, appropriate action is identified by the manager. Technology checks are also undertaken on children's devices with agreement from social work teams. On one occasion, these technology checks supported the safe return of a child when missing from home.

Staff speak confidently about their safeguarding responsibilities. Allegations are appropriately shared with social work teams. However, the protocol to follow when an allegation is made is unclear. Staff are not always removed from the premises immediately, which does not support safeguarding practice. Additionally, on one occasion the manager has not notified the regulator of an allegation against staff. This limits the regulator's ability to oversee the home.

The effectiveness of leaders and managers: good

The manager is responsible for managing another home owned by the organisation. However, the manager is present within the home and maintains good oversight of the quality of care that children receive. Staff, professionals and children speak positively about the manager, describing him as 'approachable and supportive'.

Supervision takes place in line with the home's statement of purpose. Supervision sessions give staff the opportunity to raise any issues and reflect on their achievements. The manager also uses a positivity jar, which allows staff to share feedback and express their appreciation to their colleagues. This supports good teamwork, and positive cultures.

Team meetings are used to reflect on children's needs. Additionally, they are used as an opportunity to refresh staff knowledge on key safeguarding practices and complete additional training. This supports staff to feel confident in their roles and responsibilities and enhances the quality of care that children receive.

There has been a high number of staff recruited and a high number of staff leave since the last inspection. Children and staff say that this had little impact and there has been no use of agency staffing. However, this level of turnover does not provide children with continuity of care. The manager has not reviewed the high turnover of staffing to identify strategies to support staff retention.

The management team monitors the quality of care provided effectively. Any concerns regarding staff practice are addressed promptly and appropriately. Staff are encouraged to reflect on their practice and implement improvements where required. The management team ensures that staff are aware of the provider's policies and the expectations of their role.

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; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2)(a)(i)(iii)(vi)(vii)) In particular, the registered person must ensure that when children make allegations they are managed effectively. The registered person must also ensure that the regulator is notified of any allegations made against staff.	3 April 2026

Recommendation

- The registered person should monitor and review the patterns and trends of turnover of staff, whether agency staff or directly employed, and be able understand, and where possible, address any negative trends. ('Guide to the Children's Homes Regulations, including the quality standards', page 54, paragraph 10.19)

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: 2669323

Provision sub-type: Children's home

Registered provider: GSM Ardent Limited

Registered provider address: C/O JKS Accountants Limited, Suite 6a, 10 Duke Street, Liverpool L1 5AS

Responsible individual: Julie Collins

Registered manager: Christopher Calvert

Inspector

Kitty Wiper, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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E: enquiries@ofsted.gov.uk
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