

2690067

Registered provider: Complete Children's Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private company operates this home. It is registered to provide care for up to 2 children who may have social and/or emotional difficulties.

At the time of the inspection, one child was living in the home.

The manager registered when the home opened in October 2022.

Inspection dates: 6 and 7 January 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: 26 February 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/02/2025	Full	Good
18/04/2023	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

There is one child currently living in the home. Since the last inspection, 4 children have moved on. Children are supported when they move on and staff work hard to support positive endings. When children's endings are unplanned, the manager evaluates to identify any learning that is cascaded to staff.

There is a well-planned approach to children moving in. Where possible, children meet staff and visit the home before moving in. This helps staff understand children's needs and makes children feel more comfortable when they arrive.

Children live in a warm environment that is clean and personalised. They contribute to the home's décor and there are photos and children's artwork displayed throughout.

Staff have a good understanding of the children. They speak about them affectionately and are ambitious about their futures. Children have appropriate boundaries and routines in place, which provide them with structure and consistency of care. Children say they feel cared for.

Children have access to education, and the home has clear plans in place to meet their educational needs. The manager works with partner agencies to ensure children receive the right support. This has included staff attending education settings with children to assist with their learning.

Children's physical and emotional health needs are recognised, and they are encouraged to attend health appointments. The provider has commissioned a psychologist to work with staff to empower them to use research-informed practice.

Staff help children make friends. If children do not have local friends, staff create opportunities for them to meet other children in the community, including visits to youth clubs and leisure centres. Children can take part in new experiences, such as fishing and skateboarding. Children also have access to mobile telephones and consoles, which are closely monitored by staff to ensure children are safe online.

Staff value the importance of children's relationships, and they work hard to ensure children can spend time with family and friends. Parents and social workers praised staff commitment to supporting family time.

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

Staff safeguard children by accessing detailed risk assessments that are updated regularly. These assessments are created with input from placing authorities, education providers and other partner agencies. This ensures that plans are informed through multi-agency information sharing.

Staff view physical intervention as a last resort. After incidents, children and staff receive support from managers to reflect. Managers review incidents and update children's behaviour support plans to ensure de-escalation techniques consider all relevant information.

Children benefit from the use of restorative approaches to incidents, which allows them to sustain relationships with staff and understand why rules and boundaries are in place.

Incidents of children going missing are rare. When children do go missing, staff respond appropriately, using guidance outlined within their missing-from-home risk assessments.

Children benefit from strength-based, child-centred key work sessions. These sessions enable children to discuss the challenges they face. Staff receive training tailored to the specific needs of children, including adverse childhood experiences, harmful sexual behaviour and parenting support.

The effectiveness of leaders and managers: good

The manager is suitably qualified and experienced. She is aspirational about children's futures and staff speak positively about her leadership. Relationships with external agencies are strong and they speak highly of her commitment to information sharing.

Staff have a range of skills and experiences. They report high morale and benefit from regular supervision, which gives them the opportunity to reflect on practice, planning for children and personal development. Staff also receive regular appraisals that feature the views of children and other key stakeholders. This means that staff benefit from a variety of feedback about their practice.

The manager completes regular audits of practice. The manager completes a review of the quality of care, but this does not always contain feedback from children and parents. This is a missed opportunity to further consider practice from the perspective of all key stakeholders.

Team meetings are regular and used to discuss current issues for children and reflect on practice. These sessions have included the use of positive language in case records, which the manager recognises as an area of ongoing development.

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 registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing, and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1) (2)(a)(b)(c) (5)) In particular, the registered provider must ensure that the review of the quality of care includes the views of children and family members to help identify the strengths and any areas for improvement.	15 April 2026

Recommendations

- Staff should be familiar with the home's policies on record keeping and understand the importance of careful, objective and clear recording. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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: 2690067

Provision sub-type: Children's home

Registered provider: Complete Children's Care Limited

Registered provider address: Cheadle Place, Stockport Road, Cheadle SK8 2JX

Responsible individual: Marcus Leon

Registered manager: Charlotte Bruder

Inspector

Jon Dutton, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

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