

2703431

Registered provider: SBL Careservices (UK) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and provides care for up to two children who may be experiencing social and/or emotional difficulties, as well as learning disabilities.

At the time of the inspection, two children were living at the home. The inspector spoke to both children.

The manager registered with Ofsted in October 2022.

Inspection dates: 30 and 31 July 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: 30 July 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/07/2024	Full	Good
04/04/2023	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children benefit from a highly stable and nurturing environment. Both children have lived at this home for a significant period. Children demonstrate a strong sense of belonging and security, clearly viewing the home as their own. One child said, 'I like it because it feels like a home, like my home.' This consistency of care contributes significantly to their overall well-being and development.

Children form exceptionally strong and trusting relationships with staff, who know them well and respond to their individual needs with warmth, sensitivity and consistency. These relationships are characterised by mutual respect and emotional security. Children feel safe and valued.

Staff demonstrate commitment to supporting children's educational progress. They have a thorough understanding of each child's learning needs and any barriers that may affect their engagement or achievement. One child has been out of education for a significant period. Informal learning is embedded into daily routines and activities, creating important opportunities for the child to develop knowledge, skills and confidence. However, staff have not escalated their concerns about formal education provision effectively. This has contributed to delays for this child.

Children are supported to develop important skills for independence. Staff take a proactive approach, ensuring that each child is equipped with the practical and emotional tools needed to prepare confidently for their future. Ways to build independence are thoughtfully included in children's daily routines. Staff empower children to take increasing responsibility for themselves in a safe and supportive environment.

Staff work sensitively to build and maintain positive relationships with children's family members. They recognise the importance of family connections and actively support children to strengthen and repair these relationships where appropriate. One child has been supported to enjoy time with their grandparents after a long separation. Children experience improved relationships with their families and develop a deeper sense of identity.

Children lead healthy lives. Staff understand each child's complex mental health and identity needs, including their exploration of gender identity and sexuality. One child is receiving vital therapeutic support, which has been sourced and funded by the provider. This sensitive and inclusive approach enables children to feel safe, respected and empowered in their personal development. While staff are mostly thoughtful and affirming, there are occasional inconsistencies in the use of children's chosen pronouns in both written records and verbal interactions.

Children's achievements and important occasions are always celebrated. Children's well-being is central to their daily care. Children are experiencing improved self-esteem.

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

Children live in a calm, settled home where there are few incidents. They say that they are safe and supported. They report that they can speak openly with staff about their concerns. Children consistently experience meaningful, non-judgemental discussions with staff about their risks and past experiences. These trusting relationships enable children to build resilience and make safer choices.

Staff demonstrate a comprehensive understanding of each child's individual risks and vulnerabilities. Robust, child-centred plans are in place to reduce the risk of harm, and these are regularly reviewed and updated to reflect the child's current circumstances. Outdated risks are appropriately removed, ensuring that assessments remain focused and purposeful.

Staff understand the potential risks associated with internet use and digital technology. They take a balanced and proactive approach, ensuring that children can access devices safely while enjoying the same opportunities and freedoms as their peers. Through education, supervision and open dialogue, staff help children to make informed choices online, promoting both safety and digital independence.

Children are consistently encouraged to take age-appropriate risks that support their growth and development. For example, staff sensitively support one child in navigating a new relationship. Staff are also taking a child on their first holiday abroad. Staff recognise the importance of such experiences in building confidence and emotional resilience.

Staff have an excellent understanding of the risks associated with children's mental health. They use input from external experts alongside their own research to ensure they meet children's needs in a sensitive, trauma-informed way. Staff know how to respond supportively when children are in crisis. They have created a safe and supportive environment where children feel understood.

Safe recruitment processes are always followed. Children are only cared for by safe and skilled adults.

The effectiveness of leaders and managers: outstanding

The registered manager is deeply committed to the well-being of children. He consistently role models a culture of high aspiration for both children and staff. His approach is evident in the positive ethos of the home. Children are supported to thrive.

A stable and cohesive staff team provides children with continuity of care. Staff morale is high, and team members trust the skill of their colleagues. The manager has successfully used research-informed approaches to communication, which have strengthened team dynamics and enhanced collaborative working.

The registered manager has an accurate understanding of the team's strengths and areas for development. He acts swiftly and effectively to drive improvements in practice. High standards of care are consistently maintained.

Staff benefit from comprehensive training, which is tailored to meet the specific needs of the children. For example, staff are applying learning from their training about gender identity in their day-to-day care. Staff are skilled and knowledgeable.

Regular supervision and appraisals are reflective and valued by staff. These processes contribute to a strong culture of learning and professional growth, which is actively promoted by the manager. Team meetings are used effectively as a forum for sharing good practice and developing staff skills. Children experience consistently high standards of care.

The registered manager has established robust systems of oversight that enable him to provide ongoing feedback to staff. Records are thoughtfully maintained and provide a rich, accessible narrative of each child's life at the home. Children have a better understanding of their experiences and identity.

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
In meeting the quality standards, the registered person must, and must ensure that— if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5 (c)) In particular, the registered person must challenge other professionals effectively in relation to the provision of education for children. This must include appropriate use of any escalation and complaints process.	30 September 2025

Recommendation

- The registered person should make sure that staff understand the importance of careful recording. Information about the child must always be recorded in a way that will be helpful to the child, including correct use of the child's chosen pronouns and gender identity. ('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: 2703431

Provision sub-type: Children's home

Registered provider: SBL Careservices (UK) Limited

Registered provider address: 17 St Peters Place, Fleetwood, Lancashire FY7 6EB

Responsible individual: Graham Ayres

Registered manager: David Harrison

Inspectors

Nicola Shaw, Social Care Regulatory Inspector
Debbie Dawson, Social Care Regulatory Inspector

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