

2704313

Registered provider: Truly Timeless Care Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private organisation and provides care for up to three children who may experience social and/or emotional difficulties.

The manager registered with Ofsted in May 2025.

Inspection date: 16 July 2025

Date of last inspection: 8 April 2025

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector has looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Since the last inspection, no children have moved in or out of the home. Children live in a stable environment and are making meaningful progress from their starting points. Staff demonstrate a clear understanding of each child's individual needs and offer effective support. Staff are informed about children's needs and how to support them. Children have positive relationships with their core staff and the manager, contributing to a nurturing atmosphere.

Since the last inspection, the home environment has improved. Areas of the home have been redecorated, including some communal areas. Children have been involved in decorating their own bedrooms. This has supported children to have a sense of belonging.

Children have appropriate access to education provisions. A social worker said that 'Staff have worked hard to get [child's name] back into education.' For those who have experienced prolonged absence from school, staff provide tailored support to help them understand the benefits of education. Incentive-based rewards are used to promote regular attendance, and children respond positively to these measures.

Staff are aware of individualised strategies to support children's vulnerabilities. When incidents occur, there is appropriate action from staff. For example, staff search local areas when children's whereabouts are unknown. Staff are actively working with external agencies and professionals to support children's emotional and behavioural development.

There have been improvements to management oversight of incidents. However, the manager has not ensured that there are effective plans in place to ensure that clear processes are followed in their absence.

All staff are now enrolled on the relevant qualification and additional training has been provided to the team by the local community police officer. The manager has sought to upskill staff and is now regularly completing staff competency checks. The staff now also benefit from therapeutic input to support them with children.

There is a consistent core staff team whose members receive supervision in accordance with timescales set out in the home's statement of purpose. Agency staff are used regularly, but do not have access to supervision sessions. This does not provide agency staff with an opportunity to reflect on their practice.

Children are informed of how to make complaints. When there have been complaints about staff practice, they have been addressed. However, on one occasion this has not taken place in a timely manner.

Most of the requirements raised at the last inspection have been met.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/04/2025	Full	Requires improvement to be good
21/05/2024	Full	Good
04/07/2023	Full	Requires improvement to be good

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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; demonstrate that practice in the home is informed and improved by taking into account and acting on— feedback on the experiences of children, including complaints received; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(c)(d)(e)(f)(g)(ii)(h))	15 August 2025

This relates specifically to the registered manager ensuring that appropriate arrangements are in place to ensure that processes and procedures are followed during any periods of absence from the home.

This also relates to the registered manager ensuring that when agency staffing is required, agency staff are supervised internally. This also relates to the registered manager ensuring that when complaints are made, these are acted upon without delay.

Children's home details

Unique reference number: 2704313

Provision sub-type: Children's home

Registered provider: Truly Timeless Care Limited

Registered provider address: Crows Nest Business Park, Ashton Road, Billinge, Wigan WN5 7XX

Responsible individual: Glennis Wood

Registered manager: Gavin Campbell

Inspector

Kitty Wiper, Social Care Inspector

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