

2710459

Registered provider: Panacea Children Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private organisation. It provides care for up to two children who may experience social and emotional difficulties.

The manager registered with Ofsted in October 2022.

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

Inspection dates: 11 and 12 February 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: 14 August 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/08/2023	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The child spoke to the inspector about their experience of living in the home.

The same child has lived at the home since the last inspection. They have made significant progress in all areas of their life. Their progress is underpinned by the exceptional care they receive from staff who truly care about them and want them to reach their full potential. As a result, the child says they are happy.

Highly effective collaborative working has been developed by the manager to ensure that the child's needs are being met. The manager is an exceptional advocate for children. An example of this is the determination to ensure that the child continues to receive an appropriate education and their educational needs are understood. Professionals have observed that staff consistently go above and beyond for the child, creating an environment where the child genuinely feels cared for and valued.

Staff demonstrate resilience through challenging times and always put the child at the forefront of their practice. An independent reviewing officer said, '[Name of child] is doing amazing, from where they were to where they are now.'

Children's health needs are a priority in this home. The child is registered with local health services and attends regular appointments. A therapist supports the team and provides clinical supervision to the managers and all staff on a regular basis. This ensures that the staff continue to meet the child's emotional health and well-being needs.

The staff adopt a therapeutic parenting approach that is integrated into all aspects of care. This promotes positive outcomes and leads to excellent progress for the child. The staff and the child have developed strong and highly nurturing relationships. The basis of these relationships promotes open and honest discussions. The staff possess the necessary knowledge and skills to explore highly sensitive topics with the child, demonstrating a commitment to addressing their overall well-being.

Managers and staff support children to have relationships with people who are important to them. They work in partnership with the child's family to achieve shared goals for the child. Staff keep in touch with the child's family members so that they know what is happening in the child's life. The child's family members are welcomed into the home and have sleepovers. This helps the child to maintain their sense of identity. One parent said, '[Name of child] is thriving and happy, there is nothing they could do better.'

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

A strong safeguarding culture underpins practice in the home. This has helped to reduce risks for the child and ensures that the child is helped to identify and manage their feelings and behaviours.

Staff understand the child and have an excellent awareness of their needs. They are highly skilled in helping the child to manage their emotions. As a result, the frequency of incidents when staff need to physically hold the child to keep them safe has significantly reduced.

Safeguarding incidents are dealt with effectively by managers. Managers appropriately share information with the placing authority. When there are concerns about practice, managers ask for a review of their safeguarding processes by the local authority designated officer. This ensures additional oversight and transparency.

The child's risk plans are individualised and include details of their current risks alongside strategies for staff to follow. These plans are regularly reviewed and updated. The staff demonstrate a proactive approach to developing their understanding of risks and safeguarding. They actively seek advice and support from external agencies whenever it can benefit the child, facilitating a more thorough exploration and resolution of issues.

Incidents of the child going missing from the home have significantly reduced in frequency. The staff know what to do when the child goes missing and take appropriate action to ensure their safe return. Independent return home interviews take place, and the manager analyses the factors relating to the incidents to ensure that staff are proactive in preventing future incidents.

Recruitment records are clear. The manager ensures that all necessary checks are carried out before staff start working in the home. This helps to ensure that adults working with children are safe to do so.

The home is warm and welcoming, and it is free of hazards. However, the routine use of the external door alarm is not regularly reviewed with the child's placing authority and is not included in the child's risk assessment. This limits opportunities to review the identified need for the alarm.

The effectiveness of leaders and managers: outstanding

The manager is ambitious, highly aspirational and is supported by a dedicated deputy manager. Together, they have an excellent understanding of the child's needs. They are committed to improving outcomes for children. Staff speak highly of the management team.

The child's records are maintained to a high standard. There is clear oversight by managers, and the child's voice is reflected throughout. Managers provide effective professional challenge and escalate concerns appropriately to ensure that the child is

involved in their care planning and their needs are being met. This enables children to feel listened to and involved in their care.

Staff receive regular and reflective practice supervision. The manager is a strong advocate for training and ensures that staff have access to high-quality training to further their practice and to continually improve the quality of care provided to children.

Staff benefit from regular team meetings which provide an opportunity for reflective discussions. The meetings are strengthened by evidenced-based input from the therapist about the organisation's therapeutic parenting model.

Managers have developed effective processes to maintain oversight of all aspects of the child's care. They have ensured that a system is in place for staff to record children's progress and development. This enables managers to understand the home's strengths and areas for development. Thorough oversight by managers ensures that there is continuous development of practice in the home.

What does the children's home need to do to improve?

Recommendation

- The registered person should ensure that they regularly review any monitoring or surveillance measures with the child's placing authority and include the rationale in the child's risk management plan. ('Guide to the Children's Homes Regulations, including the quality standards', page 16, paragraph 3.16)

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: 2710459

Provision sub-type: Children's home

Registered provider: Panacea Children Services Limited

Registered provider address: James House Co Jackson Stephen LLP, Stone Cross Business Park, Yew Tree Way, Warrington WA3 3JD

Responsible individual: Elizabeth Hiley

Registered manager: Luci Hull

Inspector

Michelle Snape, 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
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