

2718780

Registered provider: New Start

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private provider. It provides care for one child who may experience social and emotional difficulties.

The home and manager registered with Ofsted in November 2023.

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

Inspection dates: 8 and 9 December 2025

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.

Dates of last inspection: 11 and 12 February 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/02/2025	Full	Good
18/12/2023	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

There was one child living at the home at the time of this inspection. The same child was living at the home at the time of the last inspection.

A stable staff team has enabled the child to develop positive relationships and enjoy spending time with staff. There is a calm, relaxed atmosphere at the home, which provides the child with a happy and nurturing place to live.

Despite a proactive approach by staff, the child remains out of education. Although the child engages in educational activities with staff during the day, the child does not participate in formal educational or tutoring. The manager and responsible individual continue to emphasise the importance of education with relevant professionals and consistently challenge the lack of progress and action by the local authority.

Due to a lack of education for the child, the provider has arranged work experience within its own organisation. This opportunity has been clearly risk assessed, and the staff involved are fully aware of their roles and responsibilities in ensuring the safety of both the child and staff. This provides the child with structured activities away from the home and opportunities to develop skills in preparation for adulthood.

The health needs of the child are well supported through regular health checks and appointments. They maintain a healthy diet and enjoy outdoor activities with staff, such as hiking.

Staff work hard to support the child to maintain contact with their family and to attend family events that are important to the child. Observed discussions between staff and the child demonstrate that staff are aware of potential risks for the child and how these risks can be minimised for everyone involved, while still enabling the child to spend time with their family at a significant point in their life.

The child's parent said, 'I'm happy about the way that staff keep me updated. It helps me to feel like I'm involved in [their] life and [their] care and part of [their] life.'

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

There are good-quality risk assessments that contain detailed strategies and routines for staff to follow, helping to safeguard the child, staff and the local community in line with legal requirements. These strategies enable the child to engage in age-appropriate experiences while ensuring the safety of both the child and the wider community. However, at times, the risk assessments do not always contain up-to-date information relevant to the child, including when staffing arrangements have been changed to meet the child's needs.

Professionals spoke positively about the staff's dedicated approach to providing a safe environment for the child. One professional said, 'They are managing a difficult situation, not only the risks for the child, but they also have to manage the expectations of a range of professionals, which they do successfully.'

When incidents occur, which are rare, staff take appropriate action to safeguard everyone involved. They reflect on incidents and implement measures to reduce the likelihood of further incidents. For example, door alarms were fitted to external doors after the child showed an interest in leaving via the rear of the property.

Staff are vigilant in monitoring the child and their use of the internet. Staff are fully aware of their responsibilities in line with the court directive relating to the child's placement. As a result of staff's awareness and their consistent fulfilment of these requirements, the child has been living safely at the home for an extended period of time.

Staff demonstrate professional curiosity in their daily practice. Through listening to and observing the child, they are able to identify concerns promptly and liaise effectively with the professionals involved in their care. One professional said, 'I have been really impressed with the staff at the home. They do a fantastic job. Staff manage risk sensitively, in the home and the local community. The team have developed a strong sense of trust with the child. The solo placement has made a big difference for the child. It's a real strength of the home.'

The effectiveness of leaders and managers: good

There is a registered manager in post. She is continuing to work towards her level 5 qualification.

Although staff sometimes reflect on incidents and take action to improve safety, the oversight and evaluation of incidents is not always carried out by the manager. Therefore, opportunities are being missed to improve practice and to identify any concerns regarding staff responses or areas of learning.

Similarly, not all staff receive regular, planned supervision. Supervision provides an opportunity for the manager to monitor staff practice and support their professional development. This is a missed opportunity for the manager to provide one-to-one support, address any concerns regarding staff conduct or practice and drive improvements in standards at the home.

There is a stable staff team at the home. There have been no changes to the staff team since the last inspection, providing consistency for the child living there.

Staff carry out regular direct work with the child, and the records produced are of a good quality. These sessions reflect the open and honest relationships that staff have developed with the child. The records are detailed, capture the voice of the child and demonstrate that staff are addressing difficult and sensitive topics. As a

result of these secure relationships, the child has been able to share personal and challenging thoughts with staff. This enables staff to take appropriate action to keep the child, staff and those in the local community safe.

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

Statutory requirements

This section sets out the actions that the registered person 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 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— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h)) In particular, the registered person must ensure that there are effective systems in place to provide management oversight and evaluation of incidents and records to identify any areas of learning and development to improve the quality of care at the home. In particular, the registered person must ensure that staff are provided with regular supervision sessions in line with the company policy.	31 March 2026
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. (Regulation 12 (1) (2)(a)(i))	31 March 2026

In particular, the registered person must ensure that risk assessments are updated to reflect all risks to children, staff and the local community.	
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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: 2718780

Provision sub-type: Children's home

Registered provider: New Start

Registered provider address: 179 Townsend Lane, Clubmoor, Liverpool L13 9DY

Responsible individual: Matthew Fischer

Registered manager: Amy McMeekin

Inspector

Julia Toller, Social Care Inspector

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