

2722666

Registered provider: True Care Northwest Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is run by a private provider. It is registered to care for up to two children who may experience social and emotional difficulties.

At the time of the inspection, one child was living at the home. They spoke with the inspector about their experience of living there.

A manager is in post and has submitted her application to register with Ofsted.

Inspection dates: 4 and 5 November 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.

Date of last inspection: 23 July 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/07/2024	Full	Good
21/11/2023	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The child has recently moved into the home. They had opportunities to meet with staff before moving in. The child has been helped to settle in well and they like living in the home. The child said, 'It's good here. I like all the staff, and I like the house.' Staff provide the child with a good level of nurturing care, and the child is starting to make progress in all areas of their life.

Staff are focused on meeting the needs of the child and building trusted relationships with them. The child is provided with different opportunities to share their views, and they are involved in decisions about their care. The child enjoys spending time with staff members, both inside and outside of the home. The child's interests are nurtured, and they are encouraged to try new things. The child's choices are acted on, for example day trips to Blackpool and to a theme park and walks to the park to feed the ducks.

Staff understand the child's healthcare needs and support the child to attend routine and specialist health appointments. The child is encouraged to maintain a healthy lifestyle, including learning about the health risks associated with vaping and smoking. Staff promote healthy eating and encourage the child to take an interest in cooking and baking. The child enjoys being involved in shopping and choosing food for the menus each week.

Staff support the child with their education. The manager has advocated to find appropriate learning opportunities for the child. Alternatives are in place for when the child cannot attend school, and staff find creative ways to support the child's learning, which the child responds well to.

The child is supported to spend time with people who are important to them. Staff have developed a positive relationship with a family member who is close to the child and communicate with them regularly. The family member said, 'Staff are friendly. They keep me updated. [Name of child] is happy there.' Staff ensure that the child regularly spends time with the family member, who lives some distance away. This has helped the child to feel more settled, secure and happy.

The child lives in a warm and welcoming home. The child's bedroom is well furnished and personalised to their tastes. Other areas of the home are spacious and comfortable.

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

The child is kept safe, and they say that they feel safe. Their risk and behaviour management plans are individualised and provide staff with clear information about what to do if risks arise.

The child has not gone missing from the home despite this being an area of high risk before they moved in. Staff have not needed to use physical intervention to keep the child or others safe. This indicates that the child feels settled, safe and secure.

On occasion, children who previously lived at the home went missing from the home overnight. Staff took appropriate action to keep children safe, and most of the serious incidents were notified to the regulator as required. However, some were not, and others were notified late. There have been three allegations made by children about staff since the last inspection; appropriate action was taken to investigate them. However, only one allegation was notified to the regulator. This limits the regulator's oversight of practice at the home.

Positive behaviour is consistently promoted in the home. Clear routines, boundaries and expectations are in place, which the child responds well to. Regular discussions take place with the child about topics relevant to them. This helps the child to understand and manage their feelings and behaviours.

Staff and the child benefit from the company's appointment of an external therapy service, which visits the home regularly. The therapists provide help and advice to staff, which is tailored around the specific needs of each child. This helps to develop safeguarding practice in the home.

Staff are resilient and provided nurturing care to the children who have moved out of the home since the last inspection. Staff worked effectively with other agencies and adapted their practice to help protect children.

The effectiveness of leaders and managers: good

The acting manager is new to the role. However, she was previously the deputy manager and is supported by senior leaders and managers. The manager is fully involved in the child's life and is an effective and reliable advocate for them. Providing a high level of nurture and care is a key priority for leaders and managers.

Staff enjoy working in the home and work well together as a team to provide consistent care to the child. Staff feel valued and supported by the manager and senior leaders. One staff member described the manager as 'supportive, helpful and approachable' and someone who 'leads by example'.

Staff team meetings are regular and effective. They focus on the child's well-being and progress and provide opportunities to reflect on practice. Therapists employed by the company regularly attend team meetings to help develop staff's therapeutic practice. However, individual supervision sessions do not always take place regularly, and not all staff have had their performance and practice appraised within the timescales.

The manager works proactively and positively with other agencies and professionals. A social care professional described her experience of working with the home as 'very positive' and the communication and quality of care provided as 'very good'.

Staff benefit from regular training opportunities to keep their knowledge and skills up to date. Leaders have taken action to find improved ways of recording all the training staff members complete.

Leaders and managers have good oversight of the home and take effective action to address any areas of vulnerability. They regularly monitor the quality of care provided to the child and develop their practice when needed. Leaders and managers know the strengths and vulnerabilities of the home and take swift action to make improvements.

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 notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there; there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(c)(e))	18 February 2026
The registered person must ensure that all employees— receive practice-related supervision by a person with appropriate experience; and have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(b)(c))	18 February 2026

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: 2722666

Provision sub-type: Children's home

Registered provider: True Care Northwest Limited

Responsible individual: Nicola Taylor

Registered manager: Post vacant

Inspector

Zillah Brooks, Social Care Regulatory Inspector

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