

# 2726531

Registered provider: Future Focused Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home registered with Ofsted in August 2023 and is operated by a private provider. It offers care for one child who may experience social and emotional difficulties.

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

The manager registered with Ofsted in July 2025.

### Inspection dates: 27 and 28 January 2026

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| How well children and young people are helped and protected | good |
|-------------------------------------------------------------|------|

|                                           |      |
|-------------------------------------------|------|
| The effectiveness of leaders and managers | good |
|-------------------------------------------|------|

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 14 May 2024

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement            |
|-----------------|-----------------|---------------------------------|
| 14/05/2024      | Full            | Good                            |
| 07/02/2024      | Full            | Requires improvement to be good |

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

The child lives in a warm, homely and welcoming environment. They have access to a personalised bedroom and a range of toys and games. Photos of the child spending time with their family are displayed in the living room, helping to create a sense of belonging. The child has also designed a 'beach hut' in the garden, which provides a relaxing space for them to enjoy with staff during the summer months.

Staff know the child well and speak about them fondly. They are passionate about the child's future and have built trusting, positive relationships with them. Staff work closely with the child to agree age-appropriate boundaries, which helps maintain structure and routine. The child has access to a mobile phone and games console, both of which are monitored sensitively by staff through agreed device checks to ensure their safety.

The child engages in education daily and is making progress in their studies. The manager advocates on their behalf to ensure that assessments are accurate and regularly reviewed, enabling their needs to be met effectively. Staff encourage the child's ambitions and support their aspiration to study at university.

Staff are ambitious for the child and encourage them to participate in a range of enriching experiences, such as holidays, go-karting and mountain biking. These memories are captured in a personalised memory book. Time spent with family is sensitively supported, helping the child maintain and strengthen their family relationships and sense of identity.

The child's physical health needs are recognised, and they are encouraged to attend healthcare appointments. Staff work closely with professionals to ensure that specialist support is available, including input from child and adolescent mental health services and play therapy.

The child's voice is valued. They are involved in planning and preparing meals in the home and are rewarded for their contributions, helping them to develop and demonstrate their independence skills.

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

The child receives a high level of supervision from staff. However, effective risk management means that they are no longer subject to any restrictions on their liberty.

The child's risk assessments are reviewed regularly, and learning from incidents informs their behavioural support strategies. Staff and the child benefit from debriefs with the manager following incidents, which enables the manager to review de-escalation techniques. This has contributed to a significant reduction in incidents requiring physical intervention.

When incidents occur, managers take swift and appropriate action, and information is shared with multi-agency professionals to ensure that risk management strategies are collaborative.

Staff work with the child to create a child-friendly care plan and risk assessments that are strengths based and written in partnership with them. These plans help staff identify the focus of direct-work sessions, which cover key topics, such as internet safety, bullying, and thoughts and feelings. The child's progress is reviewed in team meetings, and staff receive up-to-date information through daily handovers.

### **The effectiveness of leaders and managers: good**

The manager is suitably qualified and experienced. She is aspirational about children's futures, and staff speak positively about her leadership. Staff report high morale, and they benefit from regular supervision. This gives them the opportunity to reflect on practice, planning for the child and personal development. Staff also receive regular appraisals that feature the views of children and other key stakeholders.

New staff benefit from comprehensive training and induction, while those with more experience have been supported in securing their vocational qualifications in children's residential care. Leaders ensure that agency staff are seldom used, and staff speak of their commitment to providing consistency of care for the child.

The manager ensures that there are regular audits of practice, and key tasks are closely monitored. The manager carries out a review of the quality of care, but this does not always include an evaluation of safeguarding incidents or feedback from the child and parents. This is a missed opportunity to consider practice from the perspective of all key stakeholders.

The manager responds to complaints made by the child, and they are taken seriously. This includes carrying out investigations in collaboration with the local authority designated officer, senior leaders and the child. In these circumstances, the manager has taken action to resolve inconsistencies in staff practice and ensure that staff refresh training where necessary.

Multi-agency partners speak highly of the communication shared by the manager. However, a parent said they have not always been kept updated about the home's therapeutic offer. The manager recognises this as an area for ongoing development.

Team meetings take place monthly, providing staff with opportunities to discuss current issues affecting children and to reflect on decision-making in the home. On two occasions, incidents were recorded in which information had been misinterpreted by staff. This led to changes in care planning that were not aligned with multi-agency agreements. A recommendation has been raised in relation to this.

## 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      |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| <p>The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months.</p> <p>In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating—</p> <p>the quality of care provided for children;</p> <p>the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and</p> <p>any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.</p> <p>The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff.<br/>(Regulation 45 (1) (2)(a)(b)(c) (5))</p> <p>In particular, the registered provider must ensure that the review of the quality of care includes the views of children and family members to help inform the strengths and any areas for improvement.</p> | 29 April 2026 |

### Recommendations

- The registered person should ensure that they maintain a key role in seeking to develop the home's effective working relationships with the child's parents. ('Guide to the Children's Homes Regulations, including the quality standards', page 52, paragraph 10.3)
- The registered person should ensure that all staff consistently follow the home's policies and procedures for the benefit of the children in the home's care. Everyone working at the home must understand their roles and responsibilities, as well as what

they have the authority to decide on their own. ('Guide to the Children's Homes Regulations, including the quality standards', page 54, paragraph 10.20)

## **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:** 2726531

**Provision sub-type:** Children's home

**Registered provider:** Future Focused Ltd

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

**Responsible individual:** Neil Smith

**Registered manager:** Lucy Banks

## Inspector

Jon Dutton, Social Care Inspector

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