

2731482

Registered provider: Creative Living Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private provider. It can provide care for 3 children who may have social and/or emotional difficulties.

There were 2 children living at the home at the time of the inspection. No children have moved into or out of the home since the last inspection. The children chose not to speak to the inspector during the inspection. The inspector was able to spend time alongside the children to understand their experiences of living at the home.

Inspection dates: 3 and 4 June 2026

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: 8 April 2025

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection:

The home was judged to be requires improvement at the last full inspection on 8 April 2025. Following the inspection, an assurance visit was completed on 31 July 2025 where serious and widespread concerns were found, and 2 compliance notices were issued under section 22A of the Care Standards Act 2000. These related to regulation 12, the protection of children standard and regulation 13, the leadership and management standard. A monitoring visit was completed on 23 September 2025, and inspectors established that the compliance notices had been met.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/04/2025	Full	Requires improvement to be good
29/10/2024	Full	Good
28/02/2024	Full	Good

Summary of findings

There have been several recent changes in both the management team and the staff responsible for the children's day-to-day care.

Managers have implemented a number of positive changes in the children's care, which are beginning to take effect.

Children are happy in the home and are starting to form trusting relationships with staff.

Children enjoy spending time with staff both in the home and out in the community.

Children's progress in education is challenging but managers and staff work collaboratively with education professionals to overcome any barriers.

Inspection judgements

Overall experiences and progress of children and young people: good

There have been several new staff who have joined the home since the last inspection. Staff focus on building positive relationships with the children, which means that they are beginning to trust them. One child's social worker said, '[Name of child] has really begun to open up to them [staff].'

Overall, children live happily together. When they have disagreements, staff intervene to de-escalate the situation and help to resolve conflict. Staff support children to repair their relationship and take responsibility for any unkind words or actions.

Both children face significant emotional barriers that affect their ability to engage in formal education, resulting in inconsistent school attendance. To overcome this, managers and staff work collaboratively with education professionals and advocate in the children's best interests. Staff try to find alternative activities for the children when they are not in education, in line with their educational plans. This ensures that children are developing vital skills for their futures.

Managers support staff in developing their recording skills so that records are child focused and accurate. However, managers and staff do not always record when negative consequences are given to children. When negative consequences are used, such as restricting children's free time or Wi-Fi access, they are not clearly defined, which leaves children unsure about when the consequence will end. In addition, managers do not review these measures to check whether they are effective. This is a missed opportunity to monitor the frequency of staff using negative consequences and to ensure that children receive the intended learning from them.

Children often choose to spend time with staff in the communal areas of the home doing activities, such as relaxing, watching television or baking in the kitchen. The home is

warm and welcoming and generally well maintained. However, one child's bedroom is not at a high standard of hygiene despite the best efforts from staff to clean it. Managers have not recognised that some of the furnishings now require replacement due to the child's health needs. There are also minor repairs that have not been completed. For example, the door plate is missing from the floor of the doorway between the kitchen and hallway. This is a missed opportunity to ensure that children live in an environment that promotes their self-worth and shows them they are valued.

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

When children go missing from home, staff follow the procedures to ensure that they safely return home. Managers ensure that children have with the opportunity to talk to someone independent after they have returned. This ensures that staff and partner agencies gain an understanding of why children go missing from home and develop effective strategies to prevent a recurrence.

Staff recognise when children are becoming upset and respond calmly and patiently. This provides children with the reassurance they need and often reduces the necessity for staff to restrain children. When children are restrained, managers review staff practice and provide children with the opportunity to talk about it. This ensures that children are living in a home where their emotional safety is a priority.

Staff follow children's individual risk plans to keep them safe. However, staff do not always demonstrate professional curiosity with children, specifically when there are changes in children's behaviour. This resulted in an incident between children in the home that raised a safeguarding concern. In addition, although leaders and managers responded quickly and informed the relevant external agencies, they did not provide staff with opportunities to reflect on what happened and why.

Managers ensure that staff are provided with training opportunities that reflect the children's individual vulnerabilities. This ensures that staff are continuously developing their skills in line with children's changing risks.

The effectiveness of leaders and managers: good

Since the last inspection, the responsible individual has moved to the position of registered manager. There is an interim responsible individual in post, who has applied to register with Ofsted. Together, they maintain a strong and visible presence in the home to support the continued development of staff practice, particularly for new staff.

Leaders and managers respond appropriately to managing allegations made against staff. They reflect on the causes of the incident and develop appropriate action plans to prevent a reoccurrence. However, leaders and managers do not always identify when children make a complaint and follow their complaints procedure. This means that when a child raised a concern, managers did not ensure that the child was provided with a response to their complaint. This does not ensure that children feel listened to or promote a positive safeguarding culture.

Staff benefit from regular team meetings and supervisions. Managers use this time to provide staff with feedback on their practice and identify any learning opportunities. Staff are motivated and committed to improving their practice.

Leaders and managers oversee staff recruitment to ensure that safe recruitment procedures are implemented. However, not all new staff are asked to provide specific dates when disclosing their employment history. This means that managers are unable to clarify any employment gaps with a high degree of confidence to ensure that all staff are safe to work in the home.

Leaders and managers have introduced new mechanisms of monitoring to strengthen their oversight. The registered manager has implemented group supervision meetings following incidents to allow staff to reflect on their practice. This helps to embed a culture of reflective practice into the home, as well as supporting managers to target areas of development for staff.

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 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— have the skills to identify and act upon signs that a child is at risk of harm; manage relationships between children to prevent them from harming each other; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1) (2)(a)(iii)(iv)(v)(vi)) Specifically, the registered person must ensure that staff understand the importance of professional curiosity in identifying potentially new risks for children. Staff must then take appropriate action to safeguard children.	31 July 2026
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 work as a team where appropriate;	31 July 2026

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. (Regulation 13 (1)(a)(b)) Specifically, the registered person must ensure that any actions related to shortfalls in staff practice identified following an incident are completed as soon as possible. This includes supporting staff in developing the necessary skills, as well as additional support being provided to children.	
Subject to paragraph (6), the registered person must establish a procedure for considering complaints made by or on behalf of children. The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. The registered person must ensure that no child is subject to any reprisal for making a complaint or representation. The registered person must supply to HMCI, at HMCI's request, a statement containing a summary of any complaints made during the preceding twelve months and the action that was taken in response to each complaint. (Regulation 39 (1) (3) (4) (5)) In particular, the registered person must acknowledge and respond to complaints raised by children in line with the provider's policies and procedures. Children must be provided with a clear outcome.	31 July 2026
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure;	31 July 2026

a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the name of the person who used the measure (the user), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so (the authorised person)— has spoken to the user about the measure; and has signed the record to confirm it is accurate; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(b)(i)(ii)(c)(iv)) In particular, the registered person must ensure that any negative consequences used by staff are clearly recorded and evaluated by managers for their effectiveness.	
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Recommendations

- The registered person should ensure that any individual appointed to carry out visits to the home as an independent person must make a rigorous and impartial assessment of the home's arrangements for safeguarding and promoting the welfare of the children in the home's care. Reports provided from this assessment must contain accurate information and ensure that feedback from external professionals is gathered. ('Guide to The Children's Homes Regulations, including the quality standards', page 65, paragraph 15.5)
- The registered person should ensure that children's bedrooms are kept to a high standard of hygiene, with furnishings replaced if necessary. ('Guide to The Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

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: 2731482

Provision sub-type: Children's home

Registered provider: Creative Living Care Limited

Registered provider address: Suite 5b Lincoln House, 5 The Crossroads Business Centre, Freckleton Street, Kirkham PR4 2SH

Responsible individual:

Registered manager: Michael Swarbrick

Inspector

Sarah Gilbert, Social Care Inspector

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