

2734115

Registered provider: We Care Bespoke Limited

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 offers care for one child who may experience social and emotional difficulties and/or have a sensory impairment, physical disability, learning disability and/or a mental health condition.

The manager registered with Ofsted in February 2025. He has been in post since September 2024.

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

Inspection dates: 24 and 25 September 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	good
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The effectiveness of leaders and managers	good
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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: 19 February 2025

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/02/2025	Full	Outstanding
06/02/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The child continues to be exceptionally well settled at home. The child is surrounded by people who care for them and want to make sure they have the best experiences in life. Staff's commitment to getting to know the child contributes to the excellent progress they continue to make.

Staff understand the child's complex needs. They do not see these as barriers to leading a full and happy life. Consequently, the child is flourishing in several areas. Their communication has come on in leaps and bounds. They are using words and saying a lot more than before. The child is far more accepting of people in the home and around them, even those they do not know very well. Staff support daily choices by giving the child options. Staff talked about swapping these around to make sure the child is really giving their views and not just picking the last options. This ensures the child's voice is heard and their choices promoted.

The team has made sure that the child is offered broader and more varied daily life experiences. This includes the child going out into the community even more. They have developed a love for the beach, which the child visited frequently during the summer. This supports their sensory needs exceptionally well. Staff continue to give the child first-time experiences, for example going to a toy shop. This is something that the child would not have managed before. There are plans for the child to pick out presents for their family, another first-time experience for this child.

The child goes to school every day. Staff extend the child's learning and support them in the home with the aim of helping them become more independent as they grow older. Much of this learning is around life skills that are needed in adulthood. This has led to significant improvements in the child's self-care and ability to do things for themselves. School and home staff work closely together to ensure the strategies used are consistent. This helps the child understand what is expected of them.

The child thrives with consistent routines and knowing what is happening at every stage of the day. Staff make sure that the child is kept informed about the plans for the day through the information board.

The staff have excellent relationships with the child's family, and relationships between the child and their parents continue to thrive. They often spend quality time together, going swimming or to the beach, something that was not possible before living at this home. The child's parents have a high level of confidence in the team and the care given to their child. The child's father said, '[Name of child] is not simply existing; now they have a full life.'

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

Staff spoke confidently and showed a strong understanding about the child and their risks and how they manage these. The child has made significant progress in improving their behaviour. Staff provide help in a calm and inclusive way, to which the child responds well. When the child struggles emotionally, becomes overwhelmed or overstimulated, the staff help the child to stay calm by talking or providing distractions, helping to redirect them effectively.

Staff model positive behaviour, using social stories to help the child understand what is acceptable, for example having kind hands and feet. This helps the child understand that hitting is not a kind action and makes others sad. This work has been effective in reducing these types of behaviours.

Although the child is using more words, staff continue to offer other support and communicate through pictures, widgets and symbols. This underpins any work with the child. Staff work with the child and adolescent mental health team to ensure any work done with the child fits with their diagnosis and meets their needs. They make sure the child can understand the information that is being shared.

When there are allegations against staff members, the safeguarding process is followed. When needed, internal disciplinary processes are also used. However, on one occasion, there was a delay in the provider sharing information with relevant professionals. This did not have an impact on the child, but it delayed a coordinated response from being started.

On one occasion, staff did not follow the medication policy, and the child was given a higher dose of medication than prescribed. Advice was sought quickly, and a health professional confirmed this was unlikely to affect the child.

The effectiveness of leaders and managers: good

The experienced manager ensures that the child receives the care they deserve and advocates strongly to ensure they fulfil their potential. The manager has worked hard to develop a positive culture in the home and develop the staff team's confidence.

Despite vacancies, the home has enough staff to cover the shifts and to care for the child. If there are bank or agency staff working in the home, the same people are used to cover shifts to reduce the impact on the child, who struggles with change. There are always at least two people in the home that the child knows well, ensuring consistency.

Staff say they like working at the home. They feel they work well as a team. Staff are complimentary about the team of managers, who they feel give them a lot of support and are approachable.

There has been a strong focus on training and development, following the error made regarding policies. The provider has sourced more face-to-face training, believing this offers a more comprehensive platform for staff development. Team meetings and supervision sessions are also used to help staff talk through processes and discuss what they need to do for the child.

The professionals spoken to say they have good relationships with the manager and the staff. They are confident the child is well cared for and that the staff team have the skills to do this. Staff will reach out for advice and support when needed.

The independent visitor shares their views and opinions about the running of the home and provides a monthly report on their findings. However, these reports have not always demonstrated scrutiny and evaluation of important events. The quality of their reports has not been challenged by leaders and managers, despite them lacking detail and evaluation.

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— are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2)(a)(vii))	28 November 2025
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 manager should challenge the quality of regulation 44 reports when they lack detail and evaluation.	28 November 2025

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: 2734115

Provision sub-type: Children's home

Registered provider: We Care Bespoke Ltd

Registered provider address: 164A Front Street, Chester Le Street, County Durham
DH3 3AZ

Responsible individual: Rachel Jones

Registered manager: Daniel Wilde

Inspector

Miriam Dolman, Social Care Inspector

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