

2737844

Registered provider: Coastal Quality Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

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

The manager registered with Ofsted in May 2025.

One child was living in the home at the time of inspection. The child chose not to speak to the inspectors during the inspection.

Inspection dates: 2 and 3 June 2026

Overall experiences and progress of children and young people, taking into account

requires improvement to be good

How well children and young people are helped and protected

requires improvement to be good

The effectiveness of leaders and managers

requires improvement to be good

Date of last inspection: 9 December 2025

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/12/2025	Full	Requires improvement to be good
19/08/2025	Full	Inadequate
23/07/2024	Full	Good
21/02/2024	Full	Good

Summary of findings

The child living in this home is settled and is making some progress. However, there have been some shortfalls in safeguarding practice. There is a lack of professional curiosity from leaders and managers in response to safeguarding incidents.

The child is supported by a staff team that has built positive relationships with them.

The home is functional. However, it is not thoroughly cleaned in some areas.

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

The child present during the last inspection continues to live in the home. They have trusting relationships with staff who understand their needs. Staff promote activities, such as the gym, in line with the child's interests.

The levels of cleanliness throughout the home are variable. Deep cleaning is required in some areas. This does not create a home of which the child can be proud. Additionally, the child has been allowed to smoke in the garden, which undermines efforts to promote healthy behaviours and is a fire hazard.

The child is not currently attending an education provision. Staff complete some education in the home. The child has access to the organisation's training provider, where they can complete online courses in subjects such as sexual health, knife crime and exploitation. The manager is working with education professionals to secure a college place for the child.

The child is being prepared for adulthood with a structured programme to support a move to semi-independent living. This means that the child will have a greater chance of successfully navigating the next stages in their life.

Staff understand the child's health needs. The child is supported to attend appointments and given encouragement when they are reluctant to engage with medical professionals. Medication is safely managed in the home. However, there are no processes in place to manage the child's medication when they are staying away from the home.

Staff recognise the importance of the child maintaining positive relationships with family and friends. This includes staff driving the child considerable distances to visit family members. This helps the child to maintain a sense of identity and belonging.

How well children and young people are helped and protected: requires improvement to be good

The manager and staff demonstrate some understanding of the child's needs and vulnerabilities. However, robust processes are not in place to manage these. When the child stays away from the home, welfare checks are not always completed in line with the child's plans and risk assessments. There is a lack of curiosity about the child's experiences when they are staying away from the home and the staff rely on self-reported information from the child. This means that the child is not fully safeguarded when in the community.

There has been a reduction in missing-from-home episodes. When the child does go missing, staff follow procedures set out in the child's plans. Incidents in the home are rare. Staff are creative in how they support the child in line with their emotional needs. Positive behaviour is encouraged with the use of incentives. Negative consequences are rare and, when used, are proportionate and used in a manner intended to educate rather than penalise.

Staff are positive role models and have helped the child to become more accepting of others. Staff hold regular discussions with the child on important issues such as healthy relationships. The child has been supported to develop positive communication skills. The strength of staff relationships with the child has allowed the child to feel comfortable to express their wishes and feelings in a positive way.

Recruitment of new staff is done safely. Staff understand whistleblowing procedures and how to escalate concerns to safeguarding partners.

The effectiveness of leaders and managers: requires improvement to be good

The manager is suitably experienced and qualified. However, the manager does not display a good level of oversight of day-to-day practice and staff recording. The manager does not actively challenge staff when practice falls short of expected standards. Additionally, the manager does not have full insight into arrangements for the child's routines.

The manager is supported by a committed staff team. The staff team has varying levels of experience. New staff completed an induction before being enrolled to complete a relevant qualification. The manager has ensured that staff have the skills to meet the needs of the child.

Staff say that they feel supported by the leadership team. They receive regular, good-quality supervision. Team meetings are used to enhance staff development. Staff are actively encouraged to share their feedback. The manager and staff have formed good working relationships with professionals. Staff and the manager advocate for the child.

There have been numerous changes to the staff team. This has created some inconsistency in care for the child. Furthermore, staff have been moved on several occasions to work in other homes across the organisation. The child's feelings have not been considered in these decisions, and this has left the child not feeling valued.

The manager has some systems in place for monitoring and measuring the quality of care provided. The independent person visits monthly. However, visits are often announced, which does not provide a high level of scrutiny and drive improvement.

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 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; have the skills to identify and act upon signs that a child is at risk of harm; 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; and are familiar with, and act in accordance with, the home's child protection policies; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(i)(iii)(v)(vi)(vii)(b)) In particular, the registered person must ensure that staff complete robust checks when the child is staying away from the home.	11 June 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	4 July 2026

promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that the home's workforce provides continuity of care to each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; demonstrate that practice in the home is informed and improved by taking into account and acting on— feedback on the experiences of children, including complaints received; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(e)(f)(g)(ii)(h)) In particular, the registered person must ensure that they provide effective oversight to identify and address shortfalls in staff practice. In addition, the registered person must ensure that information and incidents are scrutinised and analysed. Curiosity must be shown when assessing any risk to children. Furthermore, the registered person must ensure that they are fully appraised of any restrictions in place for children. Additionally, the registered person must ensure that there is a consistent team of staff to support the child.	
The quality and purpose of care standard is that children receive care from staff who—	4 July 2026

understand the children's home's overall aims and the outcomes it seeks to achieve for children;

use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.

In particular, the standard in paragraph (1) requires the registered person to—

ensure that the premises used for the purposes of the home are designed and furnished so as to—

meet the needs of each child. (Regulation 6 (1)(a)(b) (2)(c)(i))

In particular, the registered person must ensure that the physical home environment is maintained to an acceptable standard of cleanliness.

Furthermore, the registered person must ensure that staff and children do not smoke anywhere on the premises of the home.

Recommendations

- The registered person should make suitable arrangements to manage medication for the child when they are staying away from the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 35, paragraph 7.15)
- 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. This includes ensuring that visits are a mixture of announced and unannounced to the home. ('Guide to the Children's Homes Regulations, including the quality standards,' page 65, paragraph 15.5)

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: 2737844

Provision sub-type: Children's home

Registered provider: Coastal Quality Care Limited

Registered provider address: Scott House, Clarke Street, Poulton Industrial Estate,
Poulton-Le-Fylde FY6 8JW

Responsible individual: Wayne Johnson

Registered manager: Richard Layfield

Inspectors

Eve Ostridge, Social Care Inspector
Beth Bird, Social Care Inspector

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