

# 2737845

Registered provider: Omega Care Group Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is one of several owned by a private provider. It can provide care for up to 4 children who may have social and emotional difficulties.

Two children have moved out and three children have moved into the home since the last inspection. The inspector spoke to all the children about their experiences of living in the home.

The manager registered with Ofsted on 9 November 2023.

### Inspection dates: 13 and 14 August 2025

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

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

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

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:** 30 April 2024

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 30/04/2024      | Full            | Good                 |

## Inspection judgements

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

Children are cherished and nurtured by staff and make exceptional progress in all areas of their lives.

Children say that living in the home is 'amazing!'. One child described the home as 'crazy, quirky and full of love'. Another child said, 'I wouldn't want to live anywhere else.' A child who has left the home returns regularly to visit the managers and staff and says they consider them to be their family.

Managers and staff go above and beyond to ensure that children stay connected to their families. The registered manager leads on planning family time for children with the agreement of the children's social worker. One parent said, '[Name of child] loves it there. He adores the staff, and they support me as well. They are fab.' This inclusive approach resulted in one child successfully returning home to their parent.

Staff practice is informed by research, and this is evident in children's everyday care. The consistent therapeutic approach from staff ensures that children feel secure and trust the adults caring for them. Staff understand their interactions with children are opportunities to help their emotional growth and development. Children explore and express their emotions through meaningful conversations with staff.

Managers and staff are persistent in helping children to thrive in their educational settings. Staff ensure that children have clear routines which includes reading with them every night. They support them to complete homework as well as additional work to build their confidence in their essential skills. As a result, the children's educational attainment is improving significantly.

Staff support children to lead on the activities they want to take part in. Children say that when they suggest an activity, the answer is not 'no' from staff, and they include them in the planning. Children have been on a recent camping trip where they made treasured memories. Children are learning important life skills as well as having lots of fun.

Care planning for children is exceptional. A child who has recently moved into the home said, 'I have made so much progress already, the staff are helping me learn to cook. What they offer me is unconditional'. A social worker for a child described the care in the home as 'outstanding'. The commitment to children's progress by managers and staff helps children to flourish.

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

Managers and staff are proactive in managing risks for children. They consistently work ahead to anticipate future vulnerabilities for children as they develop. Managers draw on

the expertise of external professionals to inform staff of emerging risks in the local area. This means that staff can identify risks and intervene at the earliest opportunity.

Staff's understanding of children's emotional wellbeing is exceptional. When children are upset, staff wrap around them with empathy and reassurance. When one child experienced a sudden and significant bereavement, staff who were not on shift immediately came to the home to support the child. Following this, they took part in bereavement training to ensure that they had the skills to support the child through their grief, guided by their needs. The care that children receive from staff is genuine and compassionate.

Staff conversations with children about their risks are highly effective. Staff support them to understand how to keep themselves safe, while ensuring they do not restrict their ability to take age-appropriate risks. Children feel trusted and are learning to take responsibility for the choices they make.

Staff know how to respond when children are missing from the home. One child had several incidents in a short period of time following a family bereavement. When the child was missing, staff went out to find them and explained they were there to keep them safe. Their persistent approach has meant that missing from home incidents have significantly reduced for the child.

Children are supported by staff to have positive relationships with each other in the home. Children enjoy spending time together with supervision by staff that is unintrusive. Children develop a sense of belonging and develop their social skills safely.

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

The registered manager is adored by the children and held in high esteem by her staff and external professionals. She leads a highly skilled staff team and has established a culture within the home which is entirely child-focused.

Staff feel valued by managers and are ambitious in improving their care of the children. One staff member said, 'Every day brings new opportunities to make a difference, whether it's small moments of encouragement or celebrating bigger milestones.' Staff are highly motivated, and children's progress is at the heart of their care.

The registered manager is tenacious in ensuring that all decisions made about the children's care are in their best interests, both now and in their future. She challenges external professionals effectively, making sure that the child's needs are heard while still maintaining professional working relationships. This approach resulted in a child not becoming unnecessarily criminalised and their future opportunities restricted.

Leaders and managers ensure that staff training opportunities are highly individualised to the children's needs and risks. Staff are confident in identifying their own areas of development and approaching managers with requests for training. This is responded to

by the in-house trainer, as well as the psychologist employed by the provider. Together, they develop a tailored package of support for staff to develop their skills.

Staff benefit from regular supervisions and team meetings led by managers. When actions are identified, they are quickly addressed due to the high level of accountability in the home. This means that children live in a positive and solution focused environment.

Leaders and managers have thorough oversight of the home. They consistently review any records for children made by staff, as well as having a supportive and effective presence in the home. Areas of development for staff are identified quickly, and the rationale for any decisions made relating to children's care is easy to understand.

There were no requirements or recommendations made at this inspection.

## **Information about this inspection**

The inspector has 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:** 2737845

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

**Registered provider:** Omega Care Group Limited

**Registered provider address:** 40-42 Kemble Street, Prescott L34 5SQ

**Responsible individual:** Caron Lackenby

**Registered manager:** Susan Lynn

## Inspector

Sarah Gilbert, Social Care Regulatory Inspector

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