

2738398

Registered provider: Northridge Care Group 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 provides care for up to three children who may experience social and emotional difficulties and/or learning disabilities.

The home does not have a registered manager. There is an interim manager in post.

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

Inspection dates: 24 and 25 June 2025

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

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: 22 October 2024

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
22/10/2024	Full	Requires improvement to be good
20/06/2024	Full	Inadequate
13/02/2024	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

The child has positive relationships with the adults who care for them. Staff have worked hard to break down barriers and build trust with the child. Staff offer nurturing and supportive care to the child, who is comfortable in their care. There is a level of playfulness where staff use humour with the child to support and build on their relationship with them.

The child enjoys a range of activities inside and outside of the home with staff. The child is encouraged by staff to try new things and step outside of their comfort zone. As a result, the child is broadening their experiences and making positive childhood memories. These opportunities are helping to develop the child's confidence, self-esteem and resilience. Staff take photos of the child enjoying activities and write a story to them about the experience, creating a book of memories that the child can take with them when they move on from the home.

The child's health needs are supported by staff. There are clear plans in place with guidance for staff to follow. Staff take the child to regular, routine and specialist health appointments. Staff cook healthy, balanced meals and encourage physical activities. When concerns around substance misuse arise, staff seek additional support from external professionals.

When barriers to attending education are identified, the manager works with external agencies to find a solution that works best for the individual child. This includes the manager advocating on the child's behalf and escalating his concerns when the child's needs are not being met. While an appropriate solution is sought, staff complete educational activities, worksheets and online resources with the child to continue their educational development.

Staff recognise and understand the importance of the child spending time with people who are important to them. Staff support and, when appropriate, supervise family time and include family members in fun activities. Consequently, the child enjoys regular time with family members.

The child says that they are happy living in the home. However, staff do not seek the child's views and wishes about significant changes that are made to the home. This does not support in helping the child to feel valued or that their opinions matter.

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

Risks for the child are known and understood by the staff, who have the necessary knowledge, skills and experience to keep the child safe. Practice is supported by detailed written information about the child from their placing authority. Risk assessments are detailed, with guidance for staff to follow, including their responsibilities in line with court ordered restrictions. Staff keep risk assessments up to date and include learning from

any incidents. Staff are consistently following children's care plans and therefore risks for the child are reducing.

When the child goes missing from the home, staff immediately follow the child's individual safety plan. Staff respond quickly and make persistent attempts to locate the child and return them safely home. Staff work closely with external professionals and use their professional curiosity to locate the child. Staff talk to the child and seek to understand the reasons why they go missing in attempt to reduce the risk of future incidents.

Staff regularly use rewards, de-escalation techniques and distraction methods to manage the child's behaviour. Consequences implemented by staff are proportionate and appropriate to the behaviour displayed. As a result, there have been no physical interventions.

There have been occasions when the child has brought cannabis into the home. Staff are vigilant to the risk and respond quickly and appropriately when concerns arise. Staff complete searches of the child's bedroom and remove any illegal items that can be harmful to the child. Staff complete direct work regularly with the child to develop their knowledge and understanding of the dangers and health implications of using substances.

The manager ensures that staff are recruited safely and that they receive a quality induction. The monitoring of visitors to the home further ensures the protection of the child from potential harm.

There has been one error in the recording of the child's medication by staff that has not been identified by the manager. Although there was no impact on the child as a result, it is important that records are accurate and any shortfalls are appropriately identified and addressed by the manager.

The effectiveness of leaders and managers: good

The management of the home has changed since the last visit. An interim manager has been in post since May 2025. Although new to the home, the manager has a good understanding of the child's needs and the strengths and areas of development for the home. He is child centred and aspirational for the child's future.

Since being in post, the manager has implemented new monitoring and review systems and identified some shortfalls in staff practice, and there are imminent plans in place to address these. He has high expectations of staff in the best interests of the child.

The manager communicates very well with partner agencies. He advocates for the child and escalates concerns when the child's needs are not being met. Professionals said that staff are providing excellent care to the child. One social worker said, 'They have done amazing with [child's name] and this is absolutely the right home for [child's name] to keep them safe.'

When complaints have arisen, these have been managed efficiently and appropriately. Recordings of complaints demonstrate the actions taken by the manager to resolve issues and evidence clear rationale for decision-making.

Staff say that they are happy working in the home. However, the recent change in manager has been a variable experience for staff. Many staff say that they are well supported and it has been a welcome change. However, others say that they do not feel valued. It is important that the home is a welcoming environment for the child, free from tensions between staff.

Staff say that they benefit from supervision. However, the recordings of these sessions do not evidence in-depth discussions about the child or staff's learning and development. This is a missed opportunity for the staff to discuss the quality of care they provide to the child.

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 children's views, wishes and feelings standard is that children receive care from staff who— develop positive relationships with them; engage with them; and take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— help each child to express views, wishes and feelings; help each child to understand how the child's views, wishes and feelings have been taken into account and give the child reasons for decisions in relation to the child; regularly consult children, and seek their feedback, about the quality of the home's care. (Regulation 7 (1)(a)(b)(c) (2)(a)(ii)(iii)(iv))	24 July 2025

Recommendations

- The registered person should ensure that the child is provided with a welcoming environment that meets the child's needs in the way that a good parent would, where morale is high. ('Guide to the Children's Homes Regulations, including the quality standards,' page 15, paragraph 3.7)
- The registered person should have systems in place so that all staff, including the manager, receive supervision of their practice from an appropriately qualified and experienced professional, which allows them to reflect on their practice and the needs

of the children assigned to their care. ('Guide to the Children's Homes Regulations, including the quality standards,' page 61, paragraph 13.2)

- The registered person should ensure that staff understand the importance of careful and clear recording. Any errors in recording should be identified and addressed by the registered person. ('Guide to the Children's Homes Regulations, including the quality standards,' page 62, paragraph 14.4)

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: 2738398

Provision sub-type: Children's home

Registered provider: Northridge Care Group Limited

Registered provider address: Richard House, 9 Winckley Square, Preston PR1 3HP

Responsible individual: Sarah McClure

Registered manager: Post vacant

Inspector

Leanne Carr, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2025