

2739583

Registered provider: Holistic Care Service Nationwide Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private company and is registered to provide care for one child who may experience social and/or emotional difficulties.

At the time of the inspection, one child was living at the home. The child spoke to the inspector.

The home and manager registered with Ofsted in April 2024. The provider has recently appointed a new responsible individual. Ofsted are currently considering the proposed responsible individual's suitability.

Inspection dates: 9 and 10 June 2026

Overall experiences and progress of children and young people, taking into account	inadequate
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How well children and young people are helped and protected	inadequate
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The effectiveness of leaders and managers	inadequate
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There are serious and widespread failures that mean children and young people are not protected or their welfare is not promoted or safeguarded and the care and experiences of children and young people are poor and they are not making progress.

Date of last inspection: 24 February 2026

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
24/02/2026	Full	Requires improvement to be good
15/10/2024	Full	Good

Summary of findings

Leadership and management arrangements are poor and ineffective.

These shortfalls have had an adverse impact on children's overall progress and experiences.

There are gaps in care planning for children's moves in and out of the home.

Inspection judgements

Overall experiences and progress of children and young people: inadequate

The shortfalls in leadership and management have had an adverse impact on children's overall progress and experiences.

There is one child currently living in the home. This child has lived at the home for a short time. Staff are getting to know the child and understand their needs.

The child told the inspector that they like living at the home. The child was positive about their relationships with staff. The inspector observed positive interactions between the child and staff.

Another child recently moved out of the home. This child had a variable experience living in the home. Records demonstrate that the child wanted to move out of the home due to a breakdown in their relationships with staff. This led to the child moving out in an abrupt and unplanned way.

There are shortfalls in care planning. This is compounded by a poor relationship between the registered manager, staff and one child's social worker. This led to a breakdown in communication. Therefore, the child did not receive the necessary care and support to help them move into adulthood.

Another child's move into the home was not effectively planned. The child moved in when the leadership and management arrangements were unstable and the registered manager was absent from work.

Staff spoken to demonstrate some understanding of the child's needs. However, staff have not received the necessary knowledge and training to meet all the child's needs.

Staff talk to children about things that are important to them. However, children's plans and records do not demonstrate how staff are helping children to make progress in all areas of their lives.

The registered manager does not review and evaluate staff caring practices to ensure that children make progress.

The home environment is clean, welcoming and maintained to a reasonable standard. Children have individualised and personal spaces that are decorated well, reflecting their personal interests. Staff meet children's cultural needs.

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

Staff do not understand all children's individual risks and vulnerabilities. There are gaps in staff knowledge about specific risks. This could impact on children's and staff's safety.

Children's risk assessments do not include updated information. The registered manager does not review risk assessments to ensure that strategies to reduce risks to children remain effective. It is not clear how staff are helping to reduce risks in relation to children.

Staff have not received relevant training to meet the child's specific risks and vulnerabilities. Staff spoken to do not demonstrate a good understanding about significant risks in relation to the child.

Children's risks and vulnerabilities are not responded to appropriately. Risk management strategies used in the home have been ineffective in keeping one child safe. On one occasion, the police were called to manage an incident. This impacted on the child's emotional wellbeing.

Since the last inspection, there have been no recorded complaints or allegations made by children. However, records demonstrate that one child could not talk to staff about any worries or concerns. This does not provide children with emotional safety.

Leaders and managers follow safer recruitment processes. This helps to ensure that only suitable staff are employed to work with children.

The effectiveness of leaders and managers: inadequate

The shortfalls in leadership and management have impacted on the overall judgement.

There has been instability in the management arrangements. The registered manager is absent from work. These changes have impacted on the staff's ability to provide consistent care for children.

There is a responsible individual in post. However, Ofsted has not assessed her suitability for the role. The responsible individual accepted the shortfalls identified and is taking action to improve the management arrangements.

There are shortfalls in the registered manager's monitoring and review systems. This impacts on the registered manager's ability to make continuous improvements to the quality of care that staff provide for children.

The home's statement of purpose does not contain accurate information about the staff team. This impacts on Ofsted's effective oversight of the home.

Staff rosters do not include the names of the staff working in the home. This is a breach of regulation and is a safeguarding concern, as the registered manager does not know who is caring for children.

Children's plans and records do not include accurate and up-to-date information. This impacts on the registered manager's oversight of staff's caring and safeguarding practices. This is a missed opportunity to ensure that children are cared for safely or to identify any learning to improve staff practice.

Staff speak positively about their experiences of working in the home. Staff describe feeling reassured by the changes to the management arrangements.

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— 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; help each child to understand how to keep safe; 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; that the premises used for the purposes of the home are located so that children are effectively safeguarded. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi)(vii)(b)(c)) In particular, the registered manager must ensure that staff understand and implement each child's risk assessment.	24 July 2026

Additionally, risk assessment documents must be updated in a timely manner after changes in the child's circumstances or when new risks emerge. This requirement was made at the last inspection and is restated.	
* 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— 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 staff have the experience, qualifications and skills to meet the needs of 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; 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)(c)(f)(h)) The registered person must ensure that she has full oversight of the home. Incidents in the home must be evaluated fully and any learning from these taken into consideration when making improvements to the care afforded to children. Additionally, the registered person must ensure that they use a range of tools effectively to monitor care afforded to children. Furthermore, the registered person must ensure staff have the appropriate knowledge and skills to meet the safeguarding needs of children.	24 July 2026

This requirement was made at the last inspection and is restated.	
* The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that arrangements are in place to— plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child's placing authority. (Regulation 14 (1)(a)(b) (2)(b)(iii))	24 July 2026
The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. The registered person must— notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (1) (3)(b)) This requirement was made at the last inspection and is restated.	19 August 2026
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. The registered person must— maintain in the home the records in Schedule 4; ensure that the records are kept up to date; and retain the records for at least 15 years from the date of the last entry.	19 August 2026

(Regulation 37 (1) (2)(a)(b)(c))	
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* These requirements are subject to a compliance notice.

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: 2739583

Provision sub-type: Children's home

Registered provider: Holistic Care Service Nationwide Limited

Registered provider address: 4 Rose Hill, Southport PR9 0SN

Responsible individual:

Registered manager: Stephanie Wright

Inspector

Chervone Collins, Social Care Inspector

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