

2739589

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 registered with Ofsted in April 2024 and is operated by a private company. It provides care for one child who may experience social and/or emotional difficulties.

The manager registered with Ofsted in April 2024.

At the time of this inspection, one child was living at the home. The child spoke with the inspector about their experiences of living at the home.

Inspection dates: 13 and 14 May 2026

Overall experiences and progress of children and young people, taking into account	good
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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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 5 January 2026

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/01/2026	Full	Good
29/10/2024	Full	Good

Summary of findings

One child lives at this home. They are beginning to settle despite only living in the home for a short time. The child has a positive relationship with staff. Staff understand the child's risks and vulnerabilities. They take time to talk to the child and educate them about risk. Staff support the child to find alternative strategies to de-escalate situations, reduce risk and improve their ability to keep themselves safe.

There has been one allegation made against staff. The allegation was not thoroughly investigated to ensure an accurate outcome. Furthermore, managers did not inform the regulator to ensure full transparency. There is no risk assessment in place for an activity the child took part in.

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection one child has left the home and has moved into independent accommodation. One child has moved into the home. This move was well planned. Staff supported the child and made them feel welcome. This helped the child to settle quickly and feel at home.

The child receives good levels of support from a committed staff team. Staff have a positive view of the child and work hard to engage with them. This supports the child to develop positive relationships with staff and aids their progress.

Suitable education arrangements are in place for the child. These are tailored to their needs and consider their previous educational circumstances. Staff work in partnership with education providers and other relevant professionals to ensure that the child has every opportunity to reach their full potential.

The child's health and wellbeing needs are met well. They attend routine health appointments with good support and encouragement from staff. The child has access to the services that promote their emotional wellbeing. Medication is stored and administered safely by trained and competent staff.

Staff ensure that the child can spend time with family and friends. This helps the child to have a sense of belonging and enables them to have positive experiences and maintain links to people significant to them.

The child has access to a range of activities. Staff encourage the child to follow their individual interests and expand their social experiences. This helps to improve the child's social skills and increases their confidence.

The child's views are captured by staff through direct work and one to one conversation. This ensures that the child can participate in the day-to-day decisions about their lives. Consequently, the child feels listened to and engages positively with staff.

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

Risk assessments are used as working documents by staff, who understand the child's known risks and vulnerabilities. In most instances, risk assessments include good detail. However, there is no risk assessment in place for an activity that the child takes part in away from the home. This means that the staff could miss important information needed to safeguard the child.

Staff take action to safeguard the child if they go missing from the home. Staff search for the child and liaise with police and other professionals as needed. This helps them to locate the child and return them home safely. The child is provided with an independent person to speak to on their return home.

Incidents of physically holding the child are rare and are only used to keep the child safe. The manager speaks with the child and staff involved following any incidents. This helps the child to reflect on their behaviour strategies are then developed that help to support the child to manage their emotions.

Staff spend time speaking with the child about topics that are relevant to the child's needs and behaviours. This helps the child to develop an awareness of risks and to develop alternative strategies to manage issues that they find difficult.

Staff provide the child with a comfortable and safe home environment and ensure that they know how to respond in the event of an emergency

The manager follows safer recruitment practices. This ensures that only vetted individuals work at the home and provide care for children.

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

The home is led by a suitably qualified registered manager. She works in partnership with the staff to ensure that the child is fully supported and their individual needs are met. Together, they are creating a positive environment for the child to live in.

Although there have been some recent changes in the composition of the staff team, a core group of staff remain. They have continued to provide continuity of care. New staff are familiarised with their role and develop the required skills and competencies through induction processes and training.

Staff are managed effectively and benefit from effective support through regular practice related supervision. The manager is supportive of staff practice and ensures that staff feel supported in their roles.

Team meetings are held regularly and focus on the progress children are making and what can be done to improve practice in the home. Staff attend and contribute to the meetings well which ensures that their voices influence the quality of care provided to children.

There has been an allegation made by a member staff from the home. Managers have not routinely notified Ofsted of this event. This reduces oversight of events at the home by the external regulatory body.

Managers do not ensure that allegations made by staff have been thoroughly investigated. This lack of due diligence does not promote safety and welfare in the home and doesn't ensure that actions taken are in the best interest of children and staff in the home.

The manager builds collaborative working relationships with partner agencies. When risk increases or issues arise managers and staff are quick to share these with other professionals. This helps to ensure that children receive a strong, focused multi agency response to meet their specific needs.

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, 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; (Regulation 12 (1)(2)(a)(i)) The specifically relates to ensuring that risk assessments are in place for activities away from the home.	29 June 2026
The registered provider must prepare and implement a policy which— sets out the procedure to be followed in the event of an allegation of abuse or neglect. The procedure to be followed in the event of an allegation of abuse or neglect must, in particular— provide for records to be kept of an allegation of abuse or neglect, and the action taken in response. (Regulation 34 (1)(b) (2)(d)) This specifically, relates to ensuring that an investigation into an allegation is fully carried out and all details around are documented.	29 June 2026
The registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there. (Regulation 40 (4)(c))	29 June 2026

This specifically relates to ensuring that the provider informs Ofsted of any allegations made in the home and that notifications to Ofsted are provided without delay.	
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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: 2739589

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

Dave Carrigan, Social Care Inspector

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