

2741726

Registered provider: PALS Residential Services

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private provider. It is registered to provide care for up to 3 children who may experience social and emotional difficulties.

The manager has been registered with Ofsted since February 2024.

Three children were living in the home at the time of this inspection.

Inspection date: 25 February 2026

Date of last inspection: 9 December 2025

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector has looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Children are safe and well cared for. The children living in the home are making progress in all areas of their lives. Staff build positive relationships with the children. Staff are knowledgeable about the children and speak warmly about them. They are positive about their aspirations and support them with their identities.

Staff manage challenging behaviours appropriately, although this is not always recorded clearly in children's records. Staff are consistent in their approach and use positive reinforcement to promote positive behaviours. Consequences are rarely used, but when they are, they are fair and proportionate.

The manager and staff are committed to keeping children safe, although children's risk assessments do not provide staff with the guidance they need to follow in practice. For example, plans do not include clear strategies for staff to follow if children make allegations. However, staff know what to do to ensure that children are safe and leaders and managers have taken appropriate action to address allegations and share information with safeguarding professionals. However, the manager has not notified Ofsted of any allegations. This limits regulatory oversight.

There are shortfalls in leaders and managers' monitoring and review systems. The manager has monitoring tools in place; however, these have not been effective in identifying the shortfalls found during the inspection.

The manager is committed to the children in his care; he is a strong advocate for the children and challenges education and healthcare professionals if plans are not right for children. This approach is also reflected within the staff team.

The manager ensures that the staff are trained and skilled in meeting the children's needs. The team provides a nurturing approach to caring for the children in line with their individual needs.

The manager has increased staffing ratios to ensure that children have the appropriate level of supervision and care in the home. However, arrangements for staff sleeping in the home are not suitable, with staff using communal areas of the home to sleep. A risk assessment was put in place during the inspection, but further changes are required to ensure that children have access to all appropriate areas of the home. A requirement has been made to reflect this.

There have been some improvements to the quality of care in the home. However, 3 requirements have been restated from the last inspection as these have not been met.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/12/2025	Full	Requires improvement to be good
26/09/2024	Full	Outstanding

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 registered person must ensure that— children can access all appropriate areas of the children's home's premises. (Regulation 21 (b)) Specifically, the registered person must ensure that staff are not using communal areas of the home to sleep.	4 March 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 promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h)) Specifically, the registered person must implement effective and evaluative monitoring and reviewing systems to ensure that all documentation is up to date and reflects the strategies implemented to manage behaviour and keep children safe. This requirement is restated.	6 May 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)) This requirement is restated.	6 May 2026
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Children's home details

Unique reference number: 2741726

Provision sub-type: Children's home

Registered provider: PALS Residential Services

Registered provider address: 64 Mill Lane, West Derby, Liverpool L12 7JB

Responsible individual: Doreen Kane

Registered manager: William Sergeson

Inspector

Rose Maddocks, Social Care Inspector

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