

2745274

Registered provider: Tulip Mental Health and Community Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a private provider. It offers care for up to two children who have a mental health diagnosis.

At the time of the inspection, two children were living in the home. Since the last inspection, one child has moved into the home, and one child has moved out to live nearer their family.

The manager registered with Ofsted in October 2023.

Inspection dates: 15 and 16 April 2025

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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 8 April 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/04/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children have robust plans in place to help them adjust to moving into the home, which helps them settle in. Staff visit children several times before they move in. They discuss what life will be like, and children have the opportunity to visit the home. As a result, children feel less worried and look forward to moving in. When children arrive, staff already know a lot about them and have clear plans to ensure that they receive the care they need.

Children with additional health needs are accessing local services, which means that they are receiving the right support. Staff talk to children about their emotional and mental health. They respond sensitively to children when they are experiencing difficult feelings and emotions. This gives children an understanding about how they are feeling and provides them with the skills to develop better coping strategies.

Children's progress in education is mixed. The manager and staff are strong advocates for the children, ensuring that they receive appropriate educational support. Despite the children's limited access to formal education, one child is preparing to sit their GCSEs. The manager and staff understand the barriers to education for some children and make efforts to provide daily structure and informal learning opportunities.

Staff and managers work closely with education colleagues. However, one child's personal education plan (PEP) has not been reviewed, and the other child's PEP is missing from their file. Without these documents, staff may lack key information necessary to fully support the children's development. While the manager has challenged local authorities to secure this information, these efforts have been ineffective.

Staff have open and honest conversations with children in line with their plans. They respond sensitively to children when they discuss topics that are specific to their individual needs. Records of conversations between children and staff capture the child's wishes and feelings.

Staff use their knowledge of children's care and support needs to plan and help them engage in activities of their choice. This includes a range of opportunities, such as trips out in their local community, using public transport, visiting the theatre and going to the shops. These activities support children's independence and basic life skills.

A key professional said, 'Managers and staff understand the children well and are keeping them safe. They are making progress with their self-care and independence skills.'

Staff support children in exploring their identity. The relationships children have with staff help them to feel confident in doing so in a safe way. Where children need additional support, managers liaise with external groups that can support them further.

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

Children feel safe and supported. Staff have a strong response to safeguarding children and work closely with relevant agencies. A social worker said, 'The communication from the home is the best I have ever had. The staff are great advocates for children.'

There are clear strategies in place to support children and keep them safe. The strategies are informed by specialist advice and are tailored to meet children's individual needs. This approach reduces children's exposure to risk. As a result, children are safer.

Staff carefully manage incidents when children exhibit self-harming behaviours. Following these incidents, managers seek appropriate support and training for staff to help them gain confidence and enhance their practice.

Children benefit from receiving well-planned, individualised care that meets their needs effectively. Staff address the issues experienced by children by helping them to work through their problems, fears and anxieties. Staff stand by children, and they do not give up on them easily.

Staff work in partnership with the children's families, schools, social workers, and other professional agencies to ensure that they receive effective help and the best possible all-round support. A social worker said, 'The home holds multidisciplinary meetings each month. This ensures we work together to support the child in the best way we can.'

Staff have a good understanding of safeguarding arrangements and are clear in their responsibilities to protect children. When concerns arise, staff take effective action to keep children safe. They liaise with relevant agencies, such as social workers, police and the local authority designated officer.

Staff are effective in managing incidents where children exhibit challenging behaviours. There is a clear emphasis on promoting positive behaviour, which is supported by caring and compassionate staff. Physical intervention is only used when essential and for the shortest time necessary to ensure safety.

Feedback from parents is positive. One parent commented that their child has a strong relationship with staff. The parent said, 'They know how to speak to my child; they listen and support them with their complexities. There is lots of progress. My child is settled and safe.'

The effectiveness of leaders and managers: good

The manager is aspirational about the outcomes for children. He is committed to the home's model of care and is a positive role model to the staff. As a result, staff are motivated and equipped to provide children with consistent and nurturing care.

Managers have a good understanding of the progress children make. They regularly spend time with children, which helps them measure progress. Additionally, the manager carries out a regular review of the quality of care to highlight children's progress and evaluate their care.

There is a core group of staff that provides consistency for the children, which fosters stability. There is a strong teamwork ethos, and staff report feeling well supported. They are encouraged to take on additional responsibilities, which promotes shared ownership, boosts confidence and aids their development.

Leaders and managers have a good understanding of the home's strengths and areas for development. The service development plan sets out details and actions to further raise standards and practice at the home. However, the quality of care review does not include the feedback and opinions from professionals and others. This is a missed opportunity to further develop the service.

The independent visitor supplements the monitoring of the home. However, visits have not consistently adhered to regulations. On occasion, one child's preferred gender pronouns have been reported incorrectly, which could have a negative effect on them.

Staff receive regular supervision sessions that facilitate their learning and professional development. They also receive a wide range of training that enhances their confidence in meeting children's specific needs. Staff speak warmly of their relationship with managers. This enables them to feel valued in their roles.

Managers carry out annual appraisals with staff. Staff reflect on their work and set targets for the year ahead. However, the appraisals do not include the views of children or key individuals. This limits the manager's understanding of children's experiences and the ability of leaders to make improvements.

Team meetings serve as a valuable forum for learning, and the manager is proactive in addressing and challenging staff practices. This helps staff reflect on their performance and identify areas for improvement.

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 must comply within the given timescales.

Requirement	Due date
In meeting the quality standards, the registered person must ensure that staff— seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans; seek to secure the input and services required to meet each child's needs; if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans; and seek to develop and maintain effective professional relationships with such persons, bodies or organisations as the registered person considers appropriate having regard to the range of needs of children for whom it is intended that the children's home is to provide care and accommodation. (Regulation 5 (a)(b)(c)(d)) In particular, the registered person must follow the local authority process to escalate their requests when they do not have the current plans for the child or when the local authority has not held timely reviews.	1 May 2025
The registered person must ensure that an independent person visits the children's home at least once each month. When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires. (Regulation 44 (1) (2)(a))	1 May 2025

Leaders and managers must ensure that an independent person visits the home at least once a month in line with regulations and that the report reflects children's preferred gender pronouns.	
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. (Regulation 45 (1) (2)(a)(b)(c)) Leaders and managers must ensure that there is a quality of care review that focuses on the care provided to children. In particular, ensure that when carrying out a review of the quality of care, children's feedback is considered and evidenced in the report.	1 May 2025

Recommendation

- The registered person should ensure that staff's performance and fitness to carry out their role are formally appraised at least once annually. This appraisal should consider, where reasonable and practical, the views of other professionals who have worked with the staff member over the year and the children in the home's care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.5)

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: 2745274

Provision sub-type: Children's home

Registered provider: Tulip Mental Health and Community Care Limited

Registered provider address: Suite 2, Parkway 5, Parkway Business Centre, 300 Princess Road, Manchester M14 7HR

Responsible individual: Hussain Syed

Registered manager: David Robertson

Inspector

Jennifer Quest, Social Care Inspector

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