

2745862

Registered provider: Flourish Children's Services 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 one child who may be experience social and emotional difficulties.

The manager registered with Ofsted in October 2023.

There has been one child living in the home since the last inspection.

Inspection dates: 12 and 13 August 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: 20 May 2025

Overall judgement at last inspection: inadequate

Enforcement action since last inspection: After the full inspection in May 2025, a case review was held on 23 May 2025. A decision was made to issue compliance notices relating to regulation 6, the quality and purpose of care standard, and regulation 12, the protection of children standard. A monitoring visit was completed on 16 June 2025, and the provider had met the steps within the two compliance notices.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/05/2025	Full	Inadequate
08/05/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff provide the child with structure, boundaries and consistent, nurturing care. This helps the child to form solid positive relationships with staff. The child appears more settled after displaying early anxieties when they first moved in. The child is experiencing stability and a family member said, 'I have seen a change in my child. They are settled and have excellent relationships with staff.'

The child has made steady progress with their education. The child's education is delivered within the home, with the manager advocating for an external location for education to take place. The manager is also seeking a suitable educational setting that can meet the child's long-term needs.

The child's health needs are promoted by staff, who have a good understanding of the child's individual health needs. Staff respond well to any immediate health concerns that arise.

Specialist psychological support has previously been offered to the child. However, the move into the home has caused some disruption in the quality and level of support they receive. The manager is a strong advocate for the child to ensure that services are reinstated in order to appropriately support the emotional and psychological needs of the child.

When consequences have been used, these have been proportionate and natural. For example, if the child is struggling to manage their emotions, they are not able to go into the community to engage in an activity. This is due to the risks that they may pose when they are in a more unsettled state.

The child takes part in a range of activities that they have an interest in. They particularly enjoy outdoor activities, such as cricket, tennis and walks in the park. A recent membership to the gym is proving to be a great success.

The child's voice is heard. They are encouraged to share their wishes and feelings, and these are captured in a variety of ways by staff.

Staff build positive relationships with the child's family. They support the child to spend time with family members, in line with their plans and with the child's wishes and feelings.

Staff have worked hard to create a homely environment. The home has had a recent renovation programme, and the child has had input into how this looks. Photos are now being displayed around the home.

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

The child said that they feel safe living at the home and that staff are trying to keep them safe. The child's risk assessments and plans are clear, regularly reviewed by the manager and easy for staff to follow. The plans are reflective of the child's current concerns and worries. Staff help the child to become aware of their own vulnerabilities and why staff are worried about them. This has led to a reduction in some areas of the child's risks, which is due to staff taking a more pragmatic approach to supporting the child.

Staff help the child to develop better coping strategies when experiencing difficult emotions. This leads to a reduction in the child's risks. For example, this has reduced the number of times that the child goes missing from home.

When the child has gone missing, staff promptly respond. They follow the plans and ensure that the relevant agencies are notified. Staff warmly welcome children back when they are located, and they are offered the opportunity to speak to someone independently.

Staff work with the child to help them understand appropriate relationships with others. Staff work in a positive way to help the child to understand a range of boundaries and behavioural expectations. This is done in a sensitive manner, with staff speaking with the child to help them to understand things such as sexual health and what is appropriate and healthy. Staff do this with care, empathy and understanding.

Having a stable staff team allows for staff to get to know the child well. They understand the child's needs and risks. However, there are times when a therapeutic approach has not always been used. This has resulted in staff needing to physically intervene, which may have been avoided if staff had taken a different approach. Nevertheless, there has been a remarkable reduction in the need for staff to physically hold or guide the child.

The effectiveness of leaders and managers: good

The registered manager is experienced, and she has a good stable work force. Staff report that they feel valued and respected and said, 'Leaders and managers are approachable and supportive.' The child has a good relationship with the manager and staff.

The manager is a good advocate for the child and challenges other professionals on their behalf.

Staff receive improved regular practice-related supervision that is reflective. Supervisions are used as a training development tool, and when additional training has been identified, this has been offered to staff. Staff feel that supervisions are useful to them, and staff are given the opportunity to raise any issues.

Team meetings are held regularly and are reflective and child focused. These meetings allow the staff an opportunity to engage in collaborative discussions about how they can further promote positive care for the children.

The manager has regular oversight of the home, and staff are encouraged to use more of a therapeutic approach when writing documents. This has greatly improved staff's recording over recent months.

Managers and staff have a good awareness of local risks in the community and in their local neighbourhood. Staff take appropriate actions to mitigate those risks.

The manager understands the importance of promoting independence for the child. She is proactive in adopting different learning opportunities, such as developing the child's cooking skills.

The members of the staff team all respect each other and work well together in a coordinated approach that benefits the child, especially when out in the community. Leaders and the manager are thinking ahead to the future and are already making plans and preparations for significant changes to the current care plans and what they may look like going forward into the next year.

Staffing is sufficient to meet the needs of the child living at the home. Staff are safely recruited. Newly recruited staff receive an induction and regular supervisions to monitor their progress.

One staff member said:

I am confident that we provide a high standard of care and genuinely make a positive difference in the lives of the children we look after. I feel privileged to be part of a team that is so passionate and dedicated to helping our young people thrive, with such strong leadership guiding us.

What does the children's home need to do to improve?

Recommendations

- The registered person should ensure that when a restraint is used staff ensure that the written records are clear with a clear rationale as to what strategies had been applied first in order to try and avoid the need for a restraint. This will allow the registered person and staff to review the use of control, discipline and restraint to identify effective practice and respond promptly where any issues or trends of concern emerge. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraph 9.59).

Information about this inspection

The inspector has 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: 2745862

Provision sub-type: Children's home

Registered provider: Flourish Children's Services Limited

Registered provider address: Phoenix House, 96 Blacker Road, Birkby, Huddersfield HD1 5HN

Responsible individual: Faryal Mohammed

Registered manager: Beverley Hill

Inspector

Angela Ross, Social Care Inspector

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