

# 2758918

Registered provider: Mayden Support Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home registered with Ofsted in October 2024 and is owned by a private provider. It offers care for one child with complex social and emotional needs.

The manager registered with Ofsted in October 2024.

At the time of the inspection, one child was living in the home.

### Inspection dates: 3 and 4 June 2025

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| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| How well children and young people are helped and protected | good |
|-------------------------------------------------------------|------|

|                                           |      |
|-------------------------------------------|------|
| The effectiveness of leaders and managers | good |
|-------------------------------------------|------|

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

**Date of last inspection:** not previously inspected

**Overall judgement at last inspection:** not applicable

**Enforcement action since last inspection:** not applicable

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

The child moved in before the home registered with Ofsted. This period has not been included as part of this inspection. The child was present during the inspection and spoke to the inspector.

Staff provide the child with nurturing care and affection. Relationships between staff and the child are built on mutual trust and understanding. Staff advocate for the child and put them at the centre of their decision-making. The child said that they are happy in the home and feel safe. They rate the home '10 out of 10' and said that staff know how to support them well. The high-quality care the child receives makes them feel valued and secure. They have made significant and meaningful progress from their starting point.

Staff ensure that the home environment is warm and welcoming. They display photos of people who are important to the child around the home. Staff support the child in personalising their bedroom, and the child has input into how the home is decorated. As a result, the child has a sense of belonging and feels valued.

Managers and staff prioritise education. They have successfully supported the child's reintegration into education, and the child is now enrolled full time in a course that suitably meets their needs. An education professional said that staff advocate for the child and that the child is making good progress. Promoting children's educational needs enhances their future opportunities.

Staff encourage the child to stay in touch with people who are important to them. A family member commented on how they have seen a positive difference in their child since they started living in the home and said that staff always make them feel welcome when they visit. Staff recognise the importance of these relationships for the child and commemorate important events and dates with them. For example, staff supported the child in creating a memorial garden and arranged for a balloon release in memory of someone important to the child. Staff have received training on bereavement. This has helped them understand how to respond to the child and support them with their grief.

Staff provide the child with a range of opportunities to explore their interests and participate in activities. The child plays competitively in a local football team and enjoys regular training sessions. Staff have taken the child on holidays in the UK and on trips to football matches and theme parks. Staff took the child to a parade to celebrate the victory of the child's favourite football team, which had won a significant trophy. These opportunities enhance the child's experiences of living at the home.

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

Staff receive training on how to de-escalate incidents and respond effectively when the child is experiencing frustration. They know the child well and can identify any changes in their mood or behaviour. For example, staff understand how the music the child listens to reflects their state of mind. They use this knowledge to provide the child with individualised care and support. As a result, incidents are now rare, and there have been no incidents that have required the use of physical intervention.

Staff and the child benefit from the support of a psychologist who regularly attends the home. The psychologist leads discussions with staff and provides them with training relating to the child's specific needs. The child benefits from structured sessions that help them develop a sense of self. Sessions have specific objectives and help the child develop skills that promote well-being.

Medication is well managed. The manager carries out regular audits of medication, and staff receive training on the administration and recording of medication. The manager ensures that staff undergo competency assessments to test their skills and understanding before they administer medication. There have been no errors in medication administration or recording.

Missing-from-care protocols provide staff with clear guidance. There have been no incidents of the child going missing from care.

As directed by the court, this child is subject to high levels of restrictions and supervision to minimise risk. Professionals meet regularly to discuss these measures, which have been reduced due to the progress the child has made. There are plans to further review and reduce the measures.

Staff ensure that the child's voice is heard. Professionals comment that staff and the manager advocate well for the child, and the child said they feel heard in the home. The child understands how to make a complaint, and complaints are responded to well. The manager carries out comprehensive investigations, involves other professionals, and ensures that the child is informed of the actions taken and the outcomes.

## **The effectiveness of leaders and managers: good**

The manager is dedicated to achieving positive outcomes for the child, the staff and the home. The manager was observed to have a positive relationship with the child and respond to them empathetically. The manager puts the child at the centre of her decision-making and advocates for them to ensure that they have what they need to thrive.

The manager has high expectations of staff and the quality of care they provide. She fosters positive relationships with external professionals, who are unanimous in their praise of the home. The child's social worker described how the child is 'the most settled

they have ever been'. They attributed this to the dedication of the staff, who provide the child with consistent care. They described communication as being 'excellent'.

The manager has good oversight of the home. She has a thorough understanding of the home's strengths and areas for development and creates clear action plans that support continual improvement.

Staff benefit from regular formal supervision and a comprehensive range of training. Training is tailored to meet the child's specific needs. Staff say that they find training helpful and can identify how it informs their practice. As a result, the child is cared for by staff who understand their roles and responsibilities well and provide good-quality care.

There is good senior leadership oversight of the home. Senior leaders carry out regular audits and set out clear plans for development, which the manager acts on quickly. This additional oversight helps to ensure that any issues are quickly identified and addressed.

Staff are safely recruited. The home has a committed and stable team of staff who understand the ethos of the home and strive to support the child's progress and development.

Reporting and recording are areas for development for the manager and staff. The manager has oversight of records in the home and evaluates records of incidents. The manager has not always included all learning from incidents in her evaluation. Staff have not always used child-friendly language when creating records. The manager is aware of these shortfalls and has a plan to address them. Training has taken place with staff on the importance of child-friendly language; however, this is not yet embedded. These issues have not affected the child.

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

### **Recommendation**

- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. Information about the child must always be recorded in a way that will be helpful to the child. This includes ensuring that the manager's evaluations of incidents capture all learning and that language used in records is child friendly. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

### **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:** 2758918

**Provision sub-type:** Children's home

**Registered provider:** Mayden Support Ltd

**Registered provider address:** Brulimar House, Jubilee Road, Middleton, Manchester M24 2LX

**Responsible individual:** Lee McClure

**Registered manager:** Ruth Harvey

## Inspector

Laura Norcop, Social Care Inspector

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