

2767938

Registered provider: Waypoint Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

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

At the time of this inspection, 2 children were living at the home. Both children were spoken with during the inspection.

The manager registered with Ofsted in March 2026.

Inspection dates: 12 and 13 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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 22 May 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/05/2025	Full	Good
25/06/2024	Full	Good

Summary of findings

Children benefit from positive relationships with staff, who actively seek and value the children's views. Children are encouraged to contribute to decisions in the home. Children feel listened to and have a sense of ownership and belonging.

Safeguarding practice is effective. Staff are skilled at helping children to cope with difficult emotions. There are very few incidents of children going missing from home or children being restrained because of unsafe behaviour. However, better intervention is needed to help those children who smoke.

Recent changes to recording systems have not been fully embedded. The manager cannot yet be assured that staff have consistently read and understood updated risk assessments.

Staffing arrangements have not always been stable. Staff have not consistently received supervision sessions in line with the workforce development plan. Furthermore, the manager has not always ensured that quality of care review and independent person reports are submitted to the regulator within required timescales.

Inspection judgements

Overall experiences and progress of children and young people: good

Children make good progress. They are cared for by staff who know them well and place their individual needs at the centre of their practice. Relationships between children and staff are warm and trusting. Staff spend time with children listening to their views, helping them to express their feelings and supporting them to reflect on their experiences. As a result, children feel valued, cared for and understood. They say that living in the home is a positive experience.

Family members and those who are important to the children are identified and, where possible, welcomed into the home. Staff encourage the children to spend time with their friends and families, and staff work proactively with them make this happen. Children say how important this is and it makes them feel special and cared for.

Staff prioritise the importance of education. They work effectively with education providers to support the children's learning. Positive relationships with professionals help to secure appropriate education placements and promote the children's attendance. Furthermore, staff provide support in the home to help children develop independent living skills in preparation for adulthood. Children are making measurable progress in education, which improves their future opportunities.

Children's emotional wellbeing is supported well. Staff help children to understand and manage their feelings and behaviours, using consistent strategies and taking time to reflect on significant events with them. Where needed, specialist advice and support are sought to meet children's individual needs. This ensures that children receive coordinated and effective help that promotes their resilience and emotional development.

Children have access to local health services and specialist support where required. Children are encouraged to attend routine health appointments and develop an understanding of managing their health. However, one child uses an electronic cigarette and staff have not yet ensured that targeted and specialist support has been accessed to address this specific health need.

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

Children report that they feel safe living in the home and can identify trusted adults who they can speak to if they have any worries or concerns. Positive relationships with staff, including managers, help children to feel listened to and supported. Children spoke about being able to approach the manager freely. This reinforces their sense of safety and gives assurance that their concerns will be taken seriously at any time.

Staff benefit from regular safeguarding training and demonstrate a clear understanding of safeguarding procedures, including how to recognise and escalate concerns effectively. Managers provide consistent and effective oversight of safeguarding practice, ensuring that incidents are responded to appropriately and learning informs future practice. The availability of managers outside of core hours ensures that staff can access timely advice and guidance, which improves safeguarding responses.

The use of restraint is rare. Staff prioritise de-escalation and spend time working with children to understand and manage their emotions more safely. When incidents do occur, staff provide children with opportunities to reflect and share their views. This supports children to develop safer coping strategies.

Incidents of children going missing from home are infrequent. When they do occur, staff respond promptly and in a coordinated way, ensuring that relevant professionals are informed in a timely manner. Records are clear and informative, and children are offered opportunities to speak with staff and specialist workers following such incidents. This helps to ensure that children are supported and that risks are reduced.

Staff understand the risks associated with the internet and social media and provide children with age-appropriate guidance to help them stay safe. Regular discussions with children about online safety and mobile phone use promote their awareness and understanding of potential risks, enabling them to make safer choices.

The effectiveness of leaders and managers: good

There has been a recent change in management, which has been handled effectively. The transition of the new manager was carefully planned and children were supported well throughout. Staff ensured that children were kept informed and given opportunities to build relationships with the new manager. The manager has prioritised time with children, working flexibly to get to know them and understand their needs. As a result, the transition has been positive, and children feel secure and well informed.

The manager demonstrates a strong commitment to continuous improvement. They actively seek feedback and have developed positive and constructive relationships with families, friends and external professionals. This collaborative approach supports effective care planning and promotes positive outcomes for children. Feedback from family members is positive, particularly regarding the manager's responsiveness and the quality of communication from staff.

The manager gives careful consideration to the effect of children moving into the home. The needs of existing children are central to decision-making. Both staff and children are consulted to ensure that decisions are well informed and in the best interests of everyone living in the home.

The manager is currently overseeing the transition from paper-based records to an electronic recording system. While this process is progressing, there is not yet a robust system in place to ensure that staff have read and understood updated assessments. The manager is taking appropriate steps to address it.

At times, staff have been required to work across other homes in the organisation. This has led to some inconsistency in staffing arrangements, which has affected children's experiences. Although agency staff are used infrequently, one child said that inconsistent staffing has been an issue.

Arrangements for practice-related supervision sessions have not always been consistently maintained in line with the workforce development plan and statement of purpose. Staff said that they feel well supported by the manager, who is approachable and available when needed.

The manager has not consistently ensured that all monitoring and regulatory requirements are met. In particular, quality of care reviews and independent visitor reports have not always been submitted to the regulator within required timescales. This oversight limits external scrutiny and monitoring of the service.

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 all employees— receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b))	31 July 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— ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to each child; demonstrate that practice in the home is informed and improved by taking into account and acting on— research and developments in relation to the ways in which the needs of children are best met; and feedback on the experiences of children, including complaints receive. (Regulation 13 (1)(a)(b) (2)(c)(d)(e)(g)(i)(ii))	31 July 2026
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.	31 July 2026

The registered person must—

supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed. (Regulation 45 (1) (4)(a))

Recommendations

- The registered person should ensure that, in line with the ethos of the home, children are offered advice, support and guidance on their health and wellbeing. Staff should have the relevant skills and knowledge to help children understand, and where necessary, work to change negative behaviours in key areas of health and wellbeing, such as vaping. ('Guide to the Children's Homes Regulations, including the quality standards', page 35, paragraph 7.18)
- The registered person should ensure that reports completed by the independent person about their visit to the home are submitted to the regulator within the required timescale. ('Guide to the Children's Homes Regulations, including the quality standards', page 55, paragraph 10.24)

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: 2767938

Provision sub-type: Children's home

Registered provider: Waypoint Care Ltd

Registered provider address: 38 Freemans Way, Harrogate HG3 1DH

Responsible individual: Melanie Fell

Registered manager: Laura Scott

Inspector

Lisa Richards, Social Care Inspector

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