

2769507

Registered provider: Changing Lives Care Group Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

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

At the time of inspection, one child was living at the home. The child spent time talking with the inspector and contributed their views.

The manager is registered with Ofsted and is suitably qualified and experienced.

Inspection dates: 10 and 11 June 2026

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 17 June 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/06/2025	Full	Good
11/06/2024	Full	Good

Summary of findings

The manager ensures the highest quality of care is afforded to children. Numerous professionals report that the manager and staff work collaboratively, ensuring the best interests of children are at the centre of all they achieve. Since their starting point, the child has made remarkable progress across many aspects of their life.

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Since the last inspection, one child has transitioned into the home who had a deprivation of liberty order in place, which has now been removed. The manager ensured that she considered the child's needs and formulated an excellent and detailed plan of care and support. The transition plan detailed how staff were going to engage and meet the child. This included several planned visits and outings in an area familiar to the child. The manager and team identified the child's likes and dislikes and decorated the bedroom to reflect these before showing the child a virtual video of the home. As there was such a well-planned transition, this helped to reduce the worries that the child had and supported them to be positive about moving into the home.

The child has made excellent progress since moving into the home. Staff provide thoughtful and nurturing care and support the child's strengths and abilities. This has helped the child to reach their developmental milestones, in a nurturing and supportive environment with encouragement and warmth. The child's progress has led to a step-down in their support needs. Several professionals said this was down to the manager and the team because of how they have supported the child to develop and progress.

The child's educational progress and attainment have been exceptional from their starting point. The child had not been in education for a long time, which was impacting on their development and outcomes. The manager implemented a plan and identified an educational provision that could support the child's needs. The manager advocated on behalf of the child to ensure the child's views and wishes were acknowledged and central in the care plan. The child now engages with education regularly and is making progress, which should support more positive outcomes for them. One professional said, 'Without the advocacy and challenge the manager provided, the outcomes for the child's education would not have been achievable.'

Staff understand the child's physical and emotional health needs. The psychologist works with staff to support them to provide care that uses therapeutic strategies. Staff use play as a means of providing the child with a sense of autonomy, and an opportunity to view the world in different ways. This has helped support the child to regulate emotions and promote a sense of feeling safe. The child said, 'I love the dog and having hugs from staff.'

The child said they liked where they live and feel safe with the staff who care for them. Staff and the child have positive relationships, and the child actively seeks comfort and support from the team if they are experiencing difficulties. Staff have been creative in the design of a visual activity board, so the child knows their daily routines and what they can expect. This has helped to foster independence, growth and development for the child.

The manager quickly identified that the child was having difficulties at night with settling and would wake frequently, requiring reassurance from adults. The manager implemented a plan to support the child, which centred around predictability and reassurance. This has meant that the child has begun to make progress with their sleep routines and is more settled.

The home environment is homely, comfortable and safe. Artwork is displayed on the walls, including a care tree, where the child's achievements are proudly displayed and celebrated. The child's bedroom is personalised, and staff have ensured that the child is developing a sense of belonging and security.

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

The team has a good understanding of children's vulnerabilities, and there are detailed risk assessments in place. To support the child in being able to understand risks, a child-friendly version is also readily available. One professional said, 'Whilst there have been some incidents, the child's risks have significantly reduced since moving to the home. This is due to the manager and staff being so in tune with the child.'

The manager has ensured that staff undertake the necessary training, including safeguarding and specific training, to have a better understanding of children's childhood experiences.

There have been occasions where staff have had to use physical intervention and restraint. These have been proportionate and necessary to keep the child safe. The manager has good oversight of these interventions, and staff and the child have been given opportunities to discuss and share their views following incidents. Incidents in the home have reduced, and there is a detailed step-down plan in place to reduce the high staffing ratios previously needed to support the child.

There have been several allegations, but the manager has ensured she has had good oversight and has taken the necessary steps in working with external safeguarding professionals. Staff are working with the child to help them to develop an understanding of truth and honesty. This is done in a child-centred and supportive way to help the child to understand the impact of their behaviour.

The manager has the child's wellbeing at the centre of everything the home does. The manager knows the child well, and there is mutual respect that is embedded in the culture of the home. This has helped the child to connect with others and supported

them to be responsive to the team supporting them. For example, when the child has directed comments that can feel unkind, staff have ensured that they promote kindness with each other and role model this to the child. Staff write meaningful messages in the positive praise book, which are shared with the child. This has enabled the child to build empathy and consideration of others' feelings.

The manager ensures that safer recruitment processes are followed to ensure that staff who work in the home are safe to do so.

The effectiveness of leaders and managers: outstanding

A committed and experienced manager leads the home and is an exceptional role model. One professional said, 'Managers in our service aspire to be like her; she is just incredible.' The manager not only has high aspirations for children in her care but also for those she manages daily. The manager is equally well supported by experienced leaders who work together effectively.

The manager provides strong and transparent leadership. She has provided professional challenge to improve outcomes for children. There are several examples of where she has advocated for the child to ensure the child's plan is reflective of the child's needs, views and wishes.

Staff receive regular and excellent-quality supervision and annual appraisals, and the team feels supported and valued. During team meetings, the manager has provided a variety of learning opportunities and celebrated team achievements. This means that staff feel their voices and opinions are also central to how the manager leads. Staff feedback was that the manager is 'amazing' and 'understands our individual strengths'.

The manager has created a supportive environment where staff and the child are empowered to thrive and achieve. The manager ensures that children's wishes and feelings are considered and their voices captured with feedback provided. For example, one professional said, 'Since moving to the home, the child no longer sits quietly; the child now has a voice.'

The manager has excellent monitoring systems in place to ensure effective oversight. This means that strengths and areas for improvement are quickly identified, and swift action is taken in response to any development needs.

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: 2769507

Provision sub-type: Children's home

Registered provider: Changing Lives Care Group Ltd

Registered provider address: Office 7, 35-37 Ludgate Hill, London EC4M 7JN

Responsible individual: Sheena Kalyan

Registered manager: Sharrone Jones

Inspector

Pauline Wigley, Social Care Inspector

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