

2769987

Registered provider: Changing Lives Care Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

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

Since the last inspection, three children have moved into the home, and one child has moved out. At the time of this inspection, two children were living at the home.

The manager is registered with Ofsted.

Inspection dates: 27 and 28 May 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: 2 July 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/07/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The inspector observed and spoke with both children during the inspection.

Children flourish in a warm and nurturing environment that feels like home. Children experience family norms, such as eating together, playing games and having family outings. Children are supported to develop sibling-type relationships with each other and enjoy meaningful relationships with staff. This helps children to feel secure and have a strong sense of belonging.

Children are well supported when they move into the home. Transition plans are carefully considered and child focused. Children feel welcomed and assured, which helps them to settle quickly.

Children enjoy good health. They are up to date with routine health appointments, and staff are proactive in seeking medical advice and intervention. Children's mental and emotional health is also well supported. They receive weekly support from mental health professionals, such as psychotherapists. Staff also have regular discussions with children, helping them to process their feelings and experiences. As a result, children's overall health and well-being improve.

Children do well in education considering their starting points. One child is making good progress at their specialist provision. Another child is being supported to access online tutoring and has secured a place at college. However, suitable educational activities have not been provided for a child who is unable to attend school.

Children's care plans are individualised, and they have a genuine say in their day-to-day care. However, not all information about children is recorded in a non-stigmatising way.

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

Staff know the risks that children can face. Children's safety plans are detailed and current, providing staff with clear instructions on how to respond. They are regularly reviewed and updated in collaboration with social workers, ensuring an effective approach to safeguarding.

The risks of self-injurious behaviours are robustly managed. The home implements appropriate safeguards, such as regular welfare checks, waking night staff, and room searches, to protect children during vulnerable times. These measures are adapted as the risks to children fluctuate. Children feel well supported, understood and cared for, and they tell staff when they self-harm. This increases children's safety and helps to reduce the number of incidents over time.

At times, staff resort to physical intervention as a final measure to ensure children's safety. Staff use the least force and measure possible. Children and staff are spoken to afterwards to understand the event and support their well-being. The manager has effective oversight and ensures that learning is used to guide and improve practice.

Children's concerns are taken seriously. Children know how to raise complaints and feel able to tell the manager when they are unhappy. Complaints are promptly investigated by the manager, and children receive a written response. Children are happy with the outcomes and feel heard and valued.

The effectiveness of leaders and managers: good

The registered manager is a strong leader who approaches her work with warmth and nurture. She provides children with positive experiences and outcomes. She leads by example and is child focused. Staff value her leadership and feel well supported.

Staff enjoy working at the home, and team morale is positive. Although several long-standing staff members remain, the team has experienced a significant period of change. More than half the team has either left the company or moved to work at another home in the organisation. Children have found these changes upsetting. The manager and responsible individual acknowledge this, and there is a plan in place to ensure that the team remains stable.

The manager has effective oversight and monitoring systems in place. She knows what is happening in the home daily. Internal and external audits are carried out, and any shortfalls are identified and promptly addressed. This helps to maintain appropriate standards of care.

Staff are well trained and feel competent in their role. They receive training in relation to children's specific needs, such as self-harm and suicidal ideation, eating disorders and post-traumatic stress disorder. The manager regularly tests staff's knowledge to check their understanding and competence through quizzes and scenario-based questions.

Staff receive regular supervision. These sessions cover pertinent topics, such as the care of children, safeguarding and staff well-being. This ensures that the manager can regularly evaluate staff performance and support needs. Staff also attend monthly team meetings, giving them an opportunity to bond and develop together as a team.

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

Recommendations

- The registered person should ensure that where children are not participating in education because they have been excluded or are not on a school roll for some other reason, they work closely with the placing authority so that the child is supported and enabled to resume full-time education as soon as possible. In the interim, the child should be supported to sustain or regain their confidence in education and be engaged in suitable structured activities. ('Guide to the Children's Homes Regulations, including the quality standards', page 28, paragraph 5.15)
- The registered person should ensure that positive relationships between children and staff are respected and maintained as far as possible when making any decisions to alter staffing arrangements. The registered person should respond to children's views about changes to staff and be aware of the potential impact changes may have on the child's stability and emotional well-being. ('Guide to the Children's Homes Regulations, including the quality standards', page 39, paragraph 8.12)
- 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. Staff should record information about individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('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: 2769987

Provision sub-type: Children's home

Registered provider: Changing Lives Care Group Limited

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

Responsible individual: Michelle Clarke

Registered manager: Bethany Russell

Inspector

Emma Dacres, Social Care Inspector

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