

2774522

Registered provider: New Focus ChildCare Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home provides care for up to one child with social and emotional difficulties. At the time of the inspection, there was one child living in the home. The child provided feedback as part of the inspection.

The manager registered with Ofsted in February 2024. He is suitably qualified and holds a level 5 leadership and management qualification.

Inspection dates: 25 and 26 November 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	outstanding
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 17 September 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/09/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The child experiences consistent nurturing care from committed staff who understand their lived experiences. This enables the child to develop trusting relationships with staff, enabling them to speak openly about worries they may have.

Before moving into the home, the child had no formal education arrangements in place. The manager and staff have worked well with other professionals, and the child is now in full-time education. Their attendance is good, and they are making progress with their learning. One education professional said, 'The manager is very supportive; there is excellent communication between the home and school.'

Staff work well with an external therapist who supports the child's emotional wellbeing. The child had the opportunity to attend a telephone call with the therapist before meeting them in person. This helps the child to feel more comfortable and prepares them to engage in therapy. When there are barriers preventing the child from attending these sessions, staff talk to them to understand their concerns and help them to overcome these.

Staff understand the importance of supporting friendships; the child enjoys spending time in the community and at home with one of their friends. Staff provide opportunities for them to enjoy activities together. These experiences help the child to develop meaningful friendships and strengthen their social skills with others.

The child's views about the care they receive are sought and understood by managers and staff. For example, the child's views about new staff are gathered and considered when reviewing new staff's suitability. This helps the child to feel valued and part of decisions that affect them.

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

The manager and staff understand their safeguarding responsibilities. They are confident in raising concerns and know how to escalate them. When an allegation is made against staff, there is effective communication and agreed decision-making with other professionals, and thorough investigations are completed. This practice promotes the child's wellbeing and safety.

When physical intervention is required to keep the child safe, it is always used as a last resort. There is strong oversight of all incidents. The manager ensures that there are opportunities for staff and the child to reflect on incidents and learn from these. Behaviour management strategies are kept under review by the manager. When strategies are not effective, they consult with staff and an independent psychologist to consider alternative strategies. This helps staff to develop confidence in using different skills to support and manage complex behaviours.

Staff help the child to understand risks. For example, staff have spoken with the child about healthy relationships, the importance of good routines and boundaries and risks associated with substance misuse and alcohol consumption. This enables the child to make safer choices and prepares them for adulthood.

Missing-from-home incidents are rare. However, when the child is not where they are supposed to be, staff respond with a consistent approach. They actively look for the child and follow agreed plans. The manager regularly reviews the child's plan for spending time in the community with friends to ensure that risks are managed well.

Safe recruitment processes are effective. New staff are allocated a mentor and complete a comprehensive induction programme. This ensures that new staff feel supported in their role and that children are cared for by suitable individuals.

The effectiveness of leaders and managers: outstanding

The manager is a confident and inspirational leader. He is supported by an experienced deputy manager. Together, they make a highly effective management team, ensuring that there is excellent oversight of the quality of care the child receives.

Positive experiences and strong progress for the child are paramount to the manager. He has effective monitoring systems in place to evaluate the child's progress and identify where additional support is needed. This has strengthened the support the child receives and helps staff to respond to the child's changing needs.

The manager is held in exceptionally high regard by staff. One staff member said, 'He goes above and beyond; he cares about staff wellbeing and, most importantly, the child's.' This strong leadership contributes to a stable and consistent staff team that remains committed to providing high-quality care to the child.

Regular, high-quality supervision provides staff with structured opportunities to reflect on their practice and identify areas for further development. Monthly team meetings are similarly reflective and well informed, and they are used effectively to review the child's care, experiences and progress.

Staff have access to a range of mandatory and additional training to ensure that staff have the skills and knowledge to meet the specific needs of the child. Staff have attended training to help them to understand different attachment styles. This demonstrates a commitment to staff development and ensuring that the child receives the support and care they need.

Professionals who support the child are overwhelmingly positive about the manager and staff. One independent reviewing officer said, 'They have shown a great commitment to [name of child].' This effective partnership working places the child at the centre of practice and ensures their welfare remains the priority.

No requirements or recommendations have been made following this inspection.

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: 2774522

Provision sub-type: Children's home

Registered provider: New Focus Childcare Ltd

Registered provider address: Unit A4, City Trade Park, Dewsbury Road, Fenton, Stoke-on-Trent, Staffordshire ST4 2TE

Responsible individual: Amanda Porter

Registered manager: Keilan Bond

Inspector

Kirsty Truesdale, Social Care Inspector

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