

2775060

Registered provider: Panacea Children Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned children's home is registered to provide care for up to 2 children who may have physical and learning disabilities. At the time of inspection, 2 children were living in the home.

Inspection dates: 20 and 21 January 2026

Overall experiences and progress of children and young people, taking into account	outstanding
---	--------------------

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

The effectiveness of leaders and managers	outstanding
---	-------------

The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 18 November 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/11/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children are happy living at the home and have developed a strong sense of permanence. Children have positive relationships with each other, and staff manage any disputes between them sensitively and quickly to prevent them from escalating.

Children benefit from care provided by a skilled and consistent staff team whose practice is underpinned by research, reflective learning and clinical oversight. Staff are supported by a clinical psychologist, which strengthens the team's trauma-informed approach. This support guides staff in implementing strategies that help children to address and reduce their barriers to progress. As a result, children make sustained and measurable improvements over time.

Children's needs are assessed quickly when they arrive at the home, and plans are put in place with the assistance of an independent clinician to understand children's individual needs. Staff provide excellent support to children in overcoming challenges in accessing services to meet their health needs. This means that children are now in good health and are making excellent progress physically, emotionally and socially.

Children's emotional and mental health has improved considerably since moving into the home, and children are encouraged to spend time outside doing physical activities. The manager and staff use research and resources to teach children about issues such as being healthy, the environment and expressing their emotions. Staff talk to the children about staying safe when away from the home and in the car.

Education is a high priority in this home. Staff ensure that children get the right education for their individual needs. Children's attendance is excellent, and both children are thriving. One child has been away from education for 5 years and is now back at college attending full time.

Children's plans are detailed and provide clear and relevant information for staff. The manager and staff, alongside the clinical therapist, work together to deliver a child-centred approach to meet each child's unique needs. Staff consistently prioritise the wellbeing of each individual child.

Staff demonstrate an exceptional understanding of the emotional impact on children who live away from their families, and they use this knowledge to shape individualised and nurturing care. Children consistently experience warm, trusting relationships that strengthen their emotional wellbeing and sense of identity. Staff engage meaningfully with family members, ensuring that they feel fully informed, respected and actively involved in all aspects of their child's care. One parent described their child's progress and day-to-day experiences since moving into the home as 'extremely positive'.

Children are supported to develop their independence at a pace that suits their individual needs and abilities. Staff encourage life skills through personalised goals and everyday routines while being mindful not to place unrealistic expectations on the child. Staff recognise that this is an area of ongoing development and are keen to strengthen opportunities for independence in a way that remains supportive and child focused.

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

Consistent routines and clear boundaries provide children with strong day-to-day stability. Staff use a strengths-based, proactive approach that prevents behaviours from escalating and supports children to make positive choices. Staff model respectful, socially responsible behaviour, giving children clear examples to follow. As a result, children are developing improved self-regulation, emotional resilience and more positive relationships.

Staff have an excellent understanding of trauma that children have experienced. They use research to develop their understanding of incidents and risks that children face. Staff consistently review children's progress with the external clinical psychologist to ensure that they are providing high-quality care to meet the children's individual needs. Staff have a strong understanding of children's needs, and this helps children to feel secure.

Staff have an excellent understanding of the children's risks and vulnerabilities and of how to manage and support them. Risk management plans are clear, easy to follow and effective at helping staff to keep children safe. The manager maintains consistent oversight of these and reviews them regularly to ensure that they are accurate and up to date.

Staff focus on promoting children's positive behaviours. Consequences are not used in the home. A therapeutic approach is used to ignore negative behaviours, and staff respond to children with praise to reinforce positive behaviours. Incidents of staff physically holding children are rare. If incidents do occur, staff only physically hold children when necessary to protect them or others. Methods used are proportionate and only last as long as necessary. Staff are highly trained, and all incidents are recorded, reviewed and monitored by the manager. Children are supported to discuss their feelings afterwards.

Room searches are only carried out when necessary. Two staff members are always present, and children are always given the option to be present if appropriate. Staff engage children in meaningful conversations following incidents of items being found. This is to educate children on harmful behaviours and give them the opportunity to reflect on their behaviour.

There has been one incident of a child going missing from the home. The response to this incident was highly effective. Records demonstrate a clear rationale for decision-making, and the manager evaluated the incident with an insight into the child's behaviours.

The effectiveness of leaders and managers: outstanding

An inspirational manager leads this home. He is an ambitious leader who knows his staff and the children extremely well. Feedback from external professionals has been overwhelmingly positive, particularly regarding the advocacy work on behalf of children and how much they have progressed in all aspects of their wellbeing since coming to live in the home.

The manager consistently monitors the quality of care provided. He has established effective systems to maintain oversight of the home, allowing him to identify strengths and weaknesses. Monthly audits, regular supervision and daily guidance support accountability and learning. The manager uses handovers, staff meetings and his daily presence to ensure that the child's routines and responses from staff are consistent. This reduces risk and makes children feel safe and secure.

There is a strong commitment to ensuring that children are supported to make progress. The manager and staff have high expectations and aspirations for children, and they have created an atmosphere in the home that is nurturing and safe, which is helping the children to flourish.

Staff receive regular supervision sessions and team meetings with leaders and managers, which are underpinned by research and development. During supervision, behaviours of the children and practices of the staff are thoroughly examined, and actionable steps are agreed. Team meetings are well attended. Often, the clinical psychologist will attend the home to deliver bespoke training and supervision on a particular area of practice or theory relevant to the children. The meetings provide staff with opportunities to discuss the children at length and reflect on their care. This helps them to think about how best to support the children.

The manager demonstrates highly effective and proactive leadership, with a strong commitment to professional learning and staff development. This ensures that the team's practice remains skilled, reflective and responsive to children's needs. The impact of this leadership is evident in the excellent progress both children have made.

Staff are happy and feel supported in their roles. One member of staff said that they 'loved their job' and that [the manager] was a 'great manager to work for'.

Professionals involved with the children, such as social workers and external therapists, report that both children are receiving the best possible care. A social worker commented that the progress for both children was excellent, but for one child in particular, it was '100% progress and unbelievable when considering where [name of child] came from'.

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: 2775060

Provision sub-type: Children's home

Registered provider: Panacea Children Services Limited

Registered provider address: Unity House, Westwood Park Drive, Wigan, Greater Manchester WN3 4HE

Responsible individual: Elizabeth Hiley

Registered manager: Gavin Walker

Inspector

Nicola Jeffery, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2026