

2780230

Registered provider: Sterling Supported Living Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and operated by a private company. It provides care for one child who may experience social and emotional difficulties or have learning disabilities.

The home is led by an experienced registered manager.

At the time of the inspection, one child was living at the home.

Inspection dates: 17 and 18 June 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: 24 September 2024

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/09/2024	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

The child's views were obtained during the inspection.

Staff put the child's well-being at the centre of their care practice. The child said that they can speak to the staff and know they will be listened to if they have any worries or problems. The child and staff have warm and trusting relationships.

The child receives individualised care from staff who know them very well. The child's care plan contains comprehensive and informative details about the child. Staff have a very good understanding of the child's needs. The child enjoys positive relationships with staff. They enjoy spending time together, which has helped in developing the positive relationships between the child and the staff.

The manager and staff understand the importance of the child having positive and enjoyable relationships with their family and friends. The child has been helped to repair and improve relationships with those who are important to them, with increased direct and indirect family time. The manager and staff work with partner agencies to ensure that plans for family time are adhered to and monitored closely, supporting the reunification process.

Regular one-to-one sessions with staff help the child to understand important issues, such as feelings, emotions and relationships. Staff do not wait for these formal sessions to take place; instead, they constantly identify and utilise opportunities for more discussion with the child.

The child is registered with all primary healthcare services. The child has remained registered with the GP close to the family home. This supports the reunification plan. Following the child moving to the home, staff supported them in understanding the importance of attending health appointments and overcoming any obstacles. As a result, all health appointments are now up to date.

The child benefits from good daily routines, which support education attendance and social activities. Previously, the child struggled to get up in the morning for school. However, by implementing structure and boundaries, the child now attends school daily. Staff also encourage the child to participate in meaningful leisure activities, an area where the child previously struggled. However, with reassurance and perseverance, the child is now trying new activities and visiting places of interest. This has supported them to grow in confidence and enhance their social skills.

The child moved to the home in a carefully planned manner. The manager worked with the involved professionals, who know the child well, to gather information and ensure that their needs can be met at the home. The child remained central to the plan and had

opportunities to visit the home, choose their bedroom, and meet the manager and staff before they moved in.

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

The staff have a good and detailed understanding of the child's risks and vulnerabilities. The child's individual risk assessments are comprehensive and reviewed regularly by the manager to ensure that they reflect the current risks for the child. Staff work in collaboration with external professionals, including child and adolescent mental health services (CAMHS), the youth offending team and the child's social worker. This is an effective approach to safeguarding.

The staff have a good knowledge and understanding of safeguarding procedures. Leaders and managers ensure that any allegations or complaints are referred to the appropriate safeguarding professionals. The manager ensures that they are fully investigated and dealt with in a timely manner. Outcomes are recorded, and steps are taken to ensure that the child and staff are supported throughout these processes. This means that concerns are taken seriously, and action is taken to help prevent them from harm.

Staff are calm and caring in their approach to managing children's behaviour. Feedback from the child's parent and professionals confirms that staff make the best use of preventative behaviour management approaches. The well-established and positive relationships help the child to manage their emotions and frustrations. Overall, the child has responded positively to this approach. As a result, the use of physical restraint has not been required.

One incident has occurred in which the child went missing from school. When staff were informed of this, they responded appropriately, taking prompt action, following procedures and coordinating a search for the child with police. Additionally, they kept the child's family informed. When the child returned, they were met with a caring response.

The child is learning how to control their feelings and emotions. As a result, they have grown in confidence and are forming positive attachments. The child is now engaging with other professionals very well. This means that they have better access to services. The staff and manager collaborate very well with the youth offending team and CAMHS to ensure that the child receives appropriate support.

The recruitment of new staff is managed well and designed to safeguard children. Safer recruitment practices and protocols are followed. This means that new staff are only employed subject to clear vetting processes. This reduces the risk of unsuitable adults working with children.

The effectiveness of leaders and managers: good

Following the last full inspection, a new manager has been appointed. The manager has successfully registered with Ofsted. He is very ambitious for the child, the staff team and

the overall development of the home. He is well supported by the responsible individual, and a new deputy manager has recently been appointed. They are committed and share an ambitious vision for the development of the home and what they want to achieve.

There has been some staff turnover since the last inspection, with two members of staff leaving. The management team has invested time and energy into the home and is working with staff to ensure continuous development and training to equip staff with the skills and knowledge required to provide good care to the child. This has been successful, with staff becoming increasingly confident in their roles.

Staff work well together and share the core values of the home. The staff's positivity is evident in their interactions with the child. The child feels valued because staff enjoy working with them so much. A staff member said, 'I just love working here. As a team we all want [name of child] to make wonderful memories and be the best version of himself.'

The manager's monitoring systems have been thoroughly embedded since the last inspection. This is strengthened using internal and external audits, supporting the manager in having effective oversight of the home. The manager is keen to continue to improve the practice in the home and to improve the child's experiences.

Staff are happy, motivated and report that they feel valued and well supported by the leaders and managers. Staff have regular supervision sessions, which support staff to reflect on their care practice and continue to develop in their role. Team meetings take place and are well attended. They include development sessions for staff to enhance their knowledge and understanding of the child's individual needs. The manager has helped to develop a thoughtful, reflective team that wants to provide the best possible care.

There is a new comprehensive induction plan in place for new staff. Staff value the organisation's approach, and they feel well prepared with essential knowledge and skills before they work with the child. The manager ensures that staff receive the training they need to meet the child's individual needs. This training can be specifically tailored for the child or cover broader topics relating to safeguarding or development.

Partnership working is good. Professionals said that there is good communication and information-sharing, enabling them to work together in a consistent way for the benefit of the child. However, the manager will still challenge when necessary. The child's mother is also very positive about the home and the communication. She said, 'Communication is great; they tell me everything. They do an amazing job; they're supportive and always put the child's needs first.'

The manager has taken action to address all the requirements and recommendations raised at the last full 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: 2780230

Provision sub-type: Children's home

Registered provider: Sterling Supported Living Ltd

Registered provider address: The Old Police Station, Office 1a/1b Wharncliffe Road, Ilkeston, Derbyshire DE7 5GF

Responsible individual: Harsha Singh

Registered manager: Rahul Mehan

Inspector

Zoey Lee, Social Care Inspector

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