

2780921

Registered provider: Social Care Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private provider and offers care for up to two children who may have learning disabilities.

At the time of the inspection, two children were living at the home.

The manager registered with Ofsted on 31 January 2025.

Inspection dates: 10 and 11 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: 19 November 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/11/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The children live in a home filled with love. They are cared for by a consistent team of staff who talk about their achievements with pride. One member of staff said, 'I wake up and I can't wait to come to work to see the children.'

One child has moved into the home since the last inspection. They received support in moving into the home in a planned way.

Both children have excellent attendance at school and are making good progress. Managers and staff make sure to transport the children to their schools, despite their considerable distance. As a result, children maintain good relationships with educational professionals who understand their needs well.

Staff are committed to promoting the children's independence. External professionals speak highly of the progress the children have made since living at the home. One child has achieved several milestones, including climbing the stairs independently and holding their own drinking cup.

Staff support children in maintaining their connection to their cultural heritage. Staff regularly prepare traditional Romanian dishes for a child to reflect the food their parent would make. The manager keeps the parent informed by translating regular updates concerning the child. This facilitates the child's connection to their family and culture.

Staff encourage children to enjoy new experiences and challenges. When children are worried about a new activity, staff show them photos and talk to them about what will happen before the trip. This helps children to feel reassured and have lots of fun.

Children's bedrooms are personalised with their favourite items. They also have their own living areas to enjoy individually as well as together. However, certain maintenance issues require attention. The floor and door in the living room need repair, and the sofa shows signs of wear. This limits children's experience of living in a homely environment. Additionally, the sleeping arrangements for staff restrict children's access to communal areas at night. The manager took immediate action to address this during the inspection.

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

Staff know how to keep children safe. They intervene when children are at risk without stopping them from learning or having fun. Children are developing the confidence to explore and an awareness of their environment.

However, children's risk plans do not contain enough information for staff to follow. Plans do not provide staff with clear guidance on the staffing ratio for one child, particularly

when they are responsible for personal care. Although this has not affected staff practice, it was a previous recommendation, and a requirement has now been raised.

Children's methods of communication are well understood by members of staff. Managers work closely with educational professionals to share communication resources. One child, who is nonverbal, has begun to express their needs with the support of staff. The child can now tell staff when they are hungry by clapping or leading them by the hand to the kitchen. This ensures that the child feels heard and does not experience frustration.

Leaders and managers use the expertise of a psychotherapist commissioned by the provider. They have begun to deliver training for staff in addition to training sourced by the manager. This ensures that staff have the skills to meet the children's individual needs.

Children live in a settled and calming environment. Staff provide children with routines that help them feel safe and secure. This means that incidents where children become distressed are rare.

The effectiveness of leaders and managers: good

The manager is supported by the responsible individual and the deputy manager. Staff say they feel supported and enjoy working in the home. They are given development opportunities, which increases their motivation to learn and progress. This provides children with a positive environment where staff are keen to improve their care.

Leaders and managers ensure that there is a child-centred culture at the home. Managers encourage children to access their documents, and staff are given reassurance to let children take the lead on activities. This means that children's wishes are at the heart of their care.

Leaders and managers prioritise children's health needs. They use professional curiosity to challenge the accuracy of information known about the children and consult the relevant health professionals. This ensures that decisions and strategies to meet children's health needs are always in their best interests.

Staff supervision sessions and team meetings are carried out regularly. They provide staff with the opportunity to identify children's progress and explore how they can overcome any barriers. However, supervision sessions often fail to challenge poor staff practice or address any concerns. This is a missed opportunity to ensure that children are living in an environment where staff are continuously improving their care. In addition, managers do not ensure that the authors of records are clearly identified, and records do not include who was present during meetings where concerns are raised with staff.

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

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h)) Specifically, the registered person must ensure that any shortfalls in staff practice are addressed robustly and promptly to prevent further concerns.	31 July 2025
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1) (2)(a)(i)(vi)) In particular, the registered person must ensure that children's risk plans provide staff with clear guidance to follow to keep children safe.	31 July 2025

The quality and purpose of care standard is that children receive care from staff who— understand the children’s home’s overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children’s needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; and enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b) (2)(c)(i)(ii)) Specifically, the registered person must ensure that staff sleep-in arrangements do not restrict the children’s access to communal areas of the home and that damage, including that to the living room floor and door, is promptly addressed. Furthermore, ensure that the living room sofa offers children a comfortable and homely area to relax.	31 July 2025
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Recommendation

- The registered person should ensure that records relating to children clearly identify those present during discussions and the author of the record. (‘Guide to the Children’s Homes Regulations, including the quality standards’, page 63, 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: 2780921

Provision sub-type: Children's home

Registered provider: Social Care Services Limited

Registered provider address: Social Care Services Group, 31 Shaw Road, Stockport SK4 4AG

Responsible individual: Annabella Foulkes

Registered manager: Louise Shatliff

Inspector

Sarah Gilbert, Social Care Regulatory Inspector

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