

2787278

Registered provider: Changing Lives Care Group Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned. It is registered to provide care for up to 3 children who experience social and emotional difficulties.

There is currently no registered manager. The home is being led by the deputy manager on a temporary basis. A permanent manager has been appointed.

At the time of this inspection, no children were living in the home.

Inspection dates: 12 and 13 January 2026

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: 10 February 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/02/2025	Full	Good
06/11/2024	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, one child moved to the home and then left. Therefore, the experiences of that child were considered at this inspection.

The child's move to the home was carefully considered by the manager and staff. Personalised and bespoke care planning was made stronger because of the guidance from a psychotherapist, who works with the organisation. This ensured that the care provided to the child was tailored to the child's needs and considered the child's past experiences. This helped the child to quickly settle into living at the home and start making good progress.

Staff supported the child to do well in education considering their starting points when moving to the home. When the child was unable to attend school, staff were creative in engaging the child in home learning. The manager and staff advocated well for the child. For example, the manager escalated concerns about the child not having a school place, helping to expedite the school admissions process.

Staff are good at meeting the child's health needs. The child was supported, while living at the home, to attend routine health appointments. Specialist help was also sought to help the child to make healthier choices. For example, the child was helped by a specialist service to stop smoking. The child's emotional and mental health was also well supported by the psychotherapist through weekly sessions and activities.

Staff encouraged the child to make positive behavioural choices through incentives and rewards. As a result of the child making better behavioural and life choices, the staff supported the child to develop independent living skills. The child's wishes and feelings were regularly ascertained and considered by the manager and staff. The child had a genuine say in their day-to-day care, such as what activities they undertook. For example, the child enjoys long car journeys to other cities, such as Manchester and London.

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

Staff helped the child to understand how to keep safe. For example, staff took the child to visit the local fire service following concerns about the child starting a fire. They learned about how fire starts and spreads. This was a meaningful learning opportunity the child is likely to remember.

Staff responded well when the child went missing from the home. In response to a child going missing, the staff follow missing procedures and processes. Staff go out and look for the child and liaise with the relevant external agencies, such as the police, social workers, and parents and family. Regular strategy meetings take place to review and

manage the child's specific risks and vulnerabilities. Return home interviews are undertaken and safety plans are reviewed to help prevent further incidents.

Staff have a good awareness of the child's needs, including the impact of their history and any emotional or mental health issues. However, staff are not always effective when responding to behaviours that are difficult to manage. On occasion, the response from staff to the child has escalated incidents. This has resulted in staff being injured and the child having to be held. Staff have received additional training to develop them in this area, but time is needed to embed this learning into practice.

When the child has had to be held, this has not always been appropriate. For example, on one occasion, the child was held to prevent them accessing money in the office. On another occasion, the child was held to prevent them leaving the home. This is an area for staff development and learning going forwards.

The effectiveness of leaders and managers: good

There has been considerable change to the leadership team and staff since the last inspection in February 2025. The child has not always received care from consistent and familiar members of staff. This has the potential to impact on the child's feelings of safety and security, with those caring for the child regularly changing. There is now a permanent manager. They will be leading a full contingent of staff. However, time is needed to build staff resilience and promote stability within the team.

Staff receive regular professional supervision. These includes important topics, such as safeguarding and the care of children. Staff are encouraged to reflect on their care practice, promoting staff wellbeing and development.

Staff receive training in relation to children's needs. This helps staff to understand and meet children's needs. A psychotherapist provides additional support to staff and children through training, group supervision and consultations. This helps to develop the team and ensure a tailored, personalised and trauma-informed approach to the care that staff provide to children.

There is an effective monitoring and quality assurance system. The manager has good oversight of the home and knows what is happening in the home daily. Regular internal and external audits are undertaken, and learning is used to improve practice. For example, a medication counting error was quickly identified by the manager. Gaps in staff knowledge were addressed with training and reviewed medication competency checks.

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
Restraint in relation to a child is only permitted for the purpose of preventing— injury to any person (including the child); serious damage to the property of any person (including the child); or restraint in relation to a child must be necessary and proportionate. (Regulation 20 (1)(a)(b)(2)) In particular, this relates to only using physical intervention as a last resort to prevent injury or serious damage to property or as authorised in a court order.	13 March 2026

Recommendations

- The registered person must demonstrate every effort to achieve continuity of staffing so that children's attachments are not overly disrupted, including ensuring that the employment of any temporary staff will not prevent children from receiving the continuity of care that they need (regulation 31(1)). ('Guide to the Children's Homes Regulations, including the quality standards', page 51, paragraph 10.1)
- The registered person should ensure staff have the skills to respond to each child's individual behaviour. ('Guide to the Children's Homes Regulations, including the quality standards', page 39, paragraph 8.14)

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: 2787278

Provision sub-type: Children's home

Registered provider: Changing Lives Care Group Ltd

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

Responsible individual: Michelle Clarke

Registered manager: Sophie Poole

Inspector

Emma Dacres, Social Care Inspector

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