

2789434

Registered provider: Waypoint Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private company runs the children's home. It provides care for up to three children. One child was living there at the time of the inspection.

The manager registered with Ofsted in June 2024. This is the first inspection of the home.

Inspection dates: 28 to 29 January 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: not applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Inspection judgements

Overall experiences and progress of children and young people: good

The child feels safe and has trusted relationships with staff. Staff know the child well, listen to them and invest time in them. A range of activities are on offer to help the child develop skills and confidence.

The child is encouraged to explore their feelings and develop skills to manage their conflicts and behaviour. Specialist advice is made available to help and support the child and their specific needs. The team escalates and challenges if a specialist service is unavailable within a reasonable timescale.

Children are supported when they arrive at the home and as they move on to new provision. Positive endings are seen as a priority. Life-story work is completed and shared to enable the child to have a record of some of their experiences.

The child is helped to explore and develop skills to manage their own conflicts and behaviour. The manager and staff provide a safe environment and encourage the child to continue to develop self-care skills. The child has their personal space in the home, and staff support the child in encouraging routine.

Education has continued to be a challenge. The child has not engaged in education consistently. While the staff at the home have advocated and challenged for tutors to be available, this provision isn't working and there is little evidence that the manager and staff have reviewed strategies to encourage learning.

Not all boundaries are clear and consistent in the home, and, at times, this impacts on the child's understanding of expectations on them.

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

The child feels safe in the home and staff are responsive to their individual needs. The child's plan is individualised and reviewed regularly. Staff within the home know the child well and are aware of any risks associated with them and the impact this can have on other children living there. Risk assessments are updated regularly.

The child can talk about anything they are worried about and share concerns with staff. The child is offered a debrief following serious incidents and is supported to manage their behaviours and feelings safely.

If the child goes missing from the home, there is a well-coordinated response from the staff at the home. Key professionals and family members are updated, and a return home interview is offered.

The staff and manager work proactively with other agencies to protect the child living at the home. Staff are clear about procedures for responding to concerns about the child's safety. The home has effective links with local authority designated officer and other safeguarding partners, and they share information appropriately.

Restraint is only used when necessary to protect the child, and staff are trained to manage conflict using de-escalation techniques. Use of restrictions at times is not consistent, and the registered manager has not reviewed all incidents where restrictions have been in place.

The effectiveness of leaders and managers: good

Staff feel supported by the registered manager. The registered manager is visible in the home, and staff say that he is always contactable.

Safer staff recruitment ensures that only adults with appropriate qualifications work with the child who lives in the home. Staff are supported through an induction period. The induction provides structure for all staff who start working in the home. It helps to improve their confidence in delivering the expected level of care. Staff are encouraged to develop their skills, and continuous professional development is encouraged.

The registered manager regularly monitors, the quality of care provided and has good oversight of plans for the child. Case records reflect what is happening for the child daily. Language used is kind and thoughtful, and staff think about the impact of words. The style and clarity of records allows the child to understand their time and experiences in the home.

The registered manager ensures that staff work proactively with other agencies and professionals to ensure care plans are robust and monitored. They have developed good working relationships with other agencies and family members. The registered manager ensures that notifications of all significant events are shared in a timely manner with the regulator, other professionals and family, keeping everyone informed.

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 education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph(1) requires the registered person to ensure— that staff – maintain regular contact with each child's education and training provider, including engaging with the provider and placing authority to support the child's education and training and to maximise the child's achievement. (Regulation 8 (1) (2)(a)(vi)) Following consultation and review with education professionals, the registered manager must ensure that children make measurable progress towards achieving their educational potential and are helped to do so.	25 April 2025

Recommendations

- The registered person should ensure that staff provide a nurturing environment that is welcoming, supportive, and which provides appropriate boundaries in relation to their behaviour. ('Guide to the Children's Home Regulations, including the quality standards', page 15, paragraph 3.7)
- The registered person should ensure that all incidents of control, discipline and restraint are subject to regular scrutiny and management oversight to ensure that their use is fair, balanced and proportionate. ('Guide to the Children's Home Regulations, including the quality standards', page 46, paragraph 9.36).

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: 2789434

Provision sub-type: Children's home

Registered provider: Waypoint Care Ltd

Registered provider address: 38 Freemans Way, Harrogate HG3 1DH

Responsible individual: Juan Fite

Registered manager: Dale Mawson

Inspectors

Lisa Richards, Social Care Inspector

Carol Jagger, Social Care Inspector

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