

2793503

Registered provider: New Day Children's Services Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private organisation. It provides care for up to four children who experience social and emotional difficulties.

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

The registered manager has been in post since the home's registration on 21 November 2024. The registered manager was present during the inspection.

Inspection dates: 16 and 17 April 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 previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

Children have settled in well at the home. They say they are happy living there and want to stay there until adulthood. They get on well with each other but also enjoy one-to-one time with staff. They feel able to talk to staff and that their views are valued. Staff support children in attending meetings about their future and involve them in their plans. One child feels empowered to make life choices for the first time. This demonstrates the strength and effectiveness of the relationships staff have built with children. These are based on understanding the child's needs, demonstrating respect for the child and their views, and showing how much they care.

Children are proud of their achievements and share these with staff. They are all making good progress. One child has been able to return to full-time education. Other achievements include being able to voice ideas, express concerns, make choices, and cook for the entire household. Staff are effective advocates for the children in their care. They also help the children to be able to advocate for themselves and attend meetings concerning their futures.

Children participate in a wide range of group and individual activities that promote their interests while also providing them with new experiences. These include drama and music groups, visits to motor sports events, escape rooms, and going to see their favourite pop stars at concerts. One child feels excited, nervous, and proud because the staff will be attending a production they are in. In addition, as a group, all are involved in planning the home's summer holiday.

Children are at various stages in their education. One child is about to take their exams and is studying hard for them, having set out their revision plan. They are very motivated to succeed. Staff are very supportive, informing the child how proud they are of their self-motivation and learning abilities. Another child has returned to full-time education, while the third child continues to attend their previous school.

Staff provide children with a very well-furnished and comfortable home that has extensive indoor and outdoor space. Children are involved in decorating the home, especially their bedrooms. One child has dedicated a wall to photos of their favourite singer.

One child has moved out of the home due to concerns about their safety and that of others. Leaders and managers carried out a detailed review of this placement breakdown, and lessons learned have been used to further develop their practice, particularly at the assessment stage before offering a placement to a child. Staff are not risk averse, but they understand the risks in the local area and how these can affect placement decisions.

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

Children feel safe at the home. Children said they each have several members of staff they can approach if they are worried or upset. Staff help children stay safe because of their knowledge of the effective safeguarding processes in place. Leaders and managers have good oversight of concerns, using information from their reviews to develop practice. Safeguarding records are comprehensive and show the actions taken to safeguard children.

Behaviour is well managed. Incident reports provide a clear picture of what happened before, during and after the event, including the support provided and the actions taken. This includes meaningful conversations with children that support their development and understanding, as well as self-management strategies. Leaders and managers review the incident reports and discussions to facilitate learning. However, it is not always evident who completes the review. As a result, it is unclear if someone independent of the incident carried out the review.

Following an incident, staff engage in supportive conversations with managers. These consider what the member of staff believes went well, what they could have done differently, and suggestions from leaders and managers. This supports staff learning and development.

When children go missing from home, staff take effective action. The frequency at which children go missing has decreased. This is particularly positive for one child, as there were concerns about their potential to go missing before they moved in.

Children's healthcare needs are being met, including their mental health needs. Since children moved into the home, there have been fewer instances of self-harm. Staff help children understand and express their emotions, as well as develop self-management strategies.

Staff recruitment follows safer recruitment practice, which safeguards children.

The effectiveness of leaders and managers: good

The home benefits from having an experienced registered manager in post, who is supported by an experienced deputy and responsible individual. The management team has good oversight of the home and the work carried out. It has a clear vision for the home and is aspirational for the children, the staff and the home. The management team knows the children well and is aware of the home's strengths and areas for development.

The staff team is a good mix of age and experience. Staff have a very positive view of the home. They find the leadership and management team very approachable, very supportive, and easy to contact. One member of staff said they feel valued by leaders and managers, who treat them as individual human beings and not just staff. Staff feel well supported and trained for their role.

Staff supervision is robust, reflective and regular. These sessions are also supportive, addressing any issues in a developmental way. Discussions about the children form the core of these sessions. As well as these sessions, single-subject supervision sessions take place as needed. Supervision focuses on the staff member's development. When needed, leaders and managers have challenging conversations, holding staff to account as required.

Two children raised issues with the registered manager, which are being addressed. Children who raised the issues told the inspector they felt listened to and were sure leaders and managers would sort things out. Leaders and managers have plans to speak with the staff involved but have not recorded the issues the children raised.

Parents and social workers speak very positively about the care children receive. They believe it has been a positive move for each child, and progress is being made despite the short time the children have been at the home.

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 registered person must establish a procedure for considering complaints made by or on behalf of children.	30 June 2025
The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39 (1) (3))	

Recommendation

- The registered person should ensure that all reviews of meaningful conversations with children after incidents are signed by the person who carried out the review. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.3)

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: 2793503

Provision sub-type: Children's home

Registered provider: New Day Children's Services Ltd

Registered provider address: 18 Danvers Way, Westbury BA13 3UE

Responsible individual: Samantha Choules

Registered manager: Claire Bates

Inspector

Wendy Anderson, Social Care Inspector

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