

2794662

Registered provider: Mayden Support Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a private provider. It is registered to provide care for up to 2 children who may experience social and/or emotional difficulties.

The home was registered with Ofsted in December 2024. The registered manager's role is currently vacant.

There were 2 children living in the home at the time of the inspection. Both children were spoken to during the inspection.

Inspection dates: 5 and 6 May 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: 29 April 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/04/2025	Full	Good

Summary of findings

Children are making good progress and receive individualised care and support that meets their needs. Children's views about their care are known and understood by staff, who advocate on their behalf.

Staff understand children well. They can identify changes in children's presentation and provide appropriate support to meet their needs. Staff support children to understand their behaviours and make positive changes.

The staff work well together in children's best interests. The manager's post is currently vacant.

Inspection judgements

Overall experiences and progress of children and young people: good

Children are encouraged to engage in education, either through attendance at college, informal learning pathways or one-to-one tutoring. Both children are not currently in full-time education but are receiving high levels of support to improve this situation.

Children are supported to spend time with people who are important to them. One parent said that staff go above and beyond and are 'like family to me'. This means that children can maintain lifelong links with family and friends.

Staff provide regular discussions and support sessions to help children. Key-work sessions are linked to children's existing and emerging needs. For example, one child is supported to explore the risks when they go missing from home. As a result, missing episodes have reduced.

The child currently living in the home is subject to overly restrictive practice, including locking doors to prohibit freedom of movement. There is no challenge to the placing authority in relation to deprivation of liberty. However, the proposed new manager has taken immediate action to address this shortfall.

Both children use vapes. While there is some key work to support children to reduce their use of vapes, this is limited. Children were observed in the home with their vapes. The use of vapes is sometimes used as a reward for completing tasks, which contributes to poor health outcomes for children. The incoming manager has already identified this shortfall and implemented a process to address them.

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

Risk management plans are clear, easy to follow and effective at helping staff to keep children safe. Each child has an individual risk assessment plan, which is reviewed regularly by the manager. Risks are well understood and identified as directly relevant to

each child. They are written in depth, identifying the risk, triggers associated with the risk and how staff are to respond. Staff have a clear understanding of the risks and vulnerabilities of the children and how to manage and support them.

When children are missing from the home, staff take action to locate and support children to return home. Staff ensure that they keep in contact with children throughout the incidents. In addition, staff have demonstrated a commitment to safeguard one child by challenging the police response and travelling a significant distance to collect the child.

Staff promote children's positive behaviours. Restraint is rarely used and only when necessary to protect them or those around them. Staff are trained in restraint. All incidents are recorded, reviewed and monitored by the manager. The views of the child are sought after an intervention and are documented. The methods used are proportionate but, on one occasion, a restraint lasted longer than was required.

Room searches are undertaken when concerns arise regarding children's safety. However, records do not consistently capture the views of the child involved and documentation lacks sufficient detail to justify the reasons for conducting a room search.

The effectiveness of leaders and managers: good

The registered manager position is currently vacant. A new manager has been appointed and, in the interim, the deputy manager has oversight of the home.

External professionals provided positive feedback about the care that children receive. One social worker said that the staff in the home are strong advocates for children. They highlighted communication as a particular strength of the staff.

Staff receive training in line with their role and the needs of the children. Staff received timely ligature training when risks increased in this area. Staff talked confidently about what to do if a child was found using a ligature.

Team meetings take place and are an opportunity for staff to discuss the children's needs, share good practice and address any challenges. The meetings are structured, with agendas and follow-up actions, ensuring that issues are addressed promptly.

The previous manager did not submit the review of the quality of care report to the regulator within the required timescales. As a result, the regulator has not had appropriate oversight of the quality of care provided, nor visibility of an action plan with clear timescales to address identified areas for improvement.

Leaders and managers have not submitted an updated statement of purpose since the home was registered. This limits Ofsted's and wider partners' ability to effectively monitor and understand the care being delivered. Ofsted are notified of serious incidents. However, on some occasions, they have been submitted with delay.

Most staff receive support and opportunities to complete the relevant qualifications. This ensures that the staff are trained to a high level. However, on one occasion, a member of staff did not have their relevant qualification within the timescales.

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 ensure that— the privacy of children is appropriately protected; children can access all appropriate areas of the children's home's premises; and any limitation placed on a child's privacy or access to any area of the home's premises— is intended to safeguard each child accommodated in the home; is necessary and proportionate; is kept under review and, if necessary, revised; and allows children as much freedom as is possible when balanced against the need to protect them and keep them safe. (Regulation 21 (a)(b)(c)(i)(ii)(iii)(iv)) Specifically, the registered person must ensure that any restrictions to a child's liberty are risk assessed clearly and legally ratified if appropriate.	28 May 2026
The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. (Regulation 16 (1))	28 May 2026

Recommendations

- The registered person should ensure that restraint is not used as a behaviour management strategy and should be for the shortest possible amount of time. ('Guide to the Children's Homes Regulations, including the quality standards', page 48, paragraphs 9.50)

- The registered person should ensure that all incidents of room searches are subject to systems of regular scrutiny to ensure that these are fair and appropriate. ('Guide to the Children's Homes Regulations, including the quality standards', page 46, paragraph 9.36)
- The registered person should ensure that the quality of care review is submitted within 28 days of completion. It must also include feedback from parents and staff and specific feedback from children. ('Guide to the Children's Homes Regulations, including the quality standards', page 65, paragraphs 15.2 and 15.4)
- The registered person should ensure that Ofsted is notified if there is an incident relating to the protection, safeguarding or welfare of a child living in the home that the registered person considers to be serious. ('Guide to the Children's Homes Regulations, including the quality standards', page 63, paragraph 14.10)
- The registered person should ensure that the health and wellbeing of each child should be agreed with the placing authority and recorded in the child's plan and that child should be supported to stop using vapes.. ('Guide to the Children's Homes Regulations, including the quality standards', page 32, paragraph 7.7)

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: 2794662

Provision sub-type: Children's home

Registered provider: Mayden Support Limited

Registered provider address: Brulimar House, Jubilee Road, Middleton, Manchester M24 2LX

Responsible individual: Lee McClure

Registered manager: Post vacant

Inspectors

James Meeks, Social Care Inspector
Shane North, Social Care Inspector

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