

2794714

Registered provider: Voices Homes Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private provider. The home provides care for one child who may experience social and emotional difficulties.

The home was registered with Ofsted in December 2024.

The interim manager has applied to register with Ofsted.

At the time of this inspection, one child was living in the home.

Inspection dates: 13 and 14 May 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: 18 March 2025

Overall judgement at last inspection: requires improvement

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/03/2025	Full	Requires improvement

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, one child moved out of the home, at the beginning of April 2025, and another child has moved in. Comprehensive planning and assessment prior to them moving into the home enabled the move to be positive for the child. The stability and support in place are contributing to the child making good progress in all areas of their life. This includes with their overall health, both physically and emotionally. Staff are ambitious in supporting children to receive the best possible care and support to enable them to make positive progress, to grow in confidence and to feel safe.

Staff recognise the importance of education and promote this well. As a result, the child's attendance has significantly improved, providing greater opportunity to gain skills and qualifications for their future.

The child's individual health needs are met well. When needed, staff support attendance at appointments, such as dental and optician appointments.

Staff make sure that the views and wishes of the child are gathered and, wherever possible, acted on. When it is not possible to do so, this is explained clearly to enable the child to understand the reasons why. As a result of open and honest communication, the child feels consulted about their current care and is fully aware of their plans.

Family time is supported in line with agreements in place. This supports the child to maintain positive links with family and friends who are important to them.

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

The home has a strong ethos on safeguarding children and young people. Staff are clear about the risks for children and understand their roles and responsibilities in supporting them to keep safe. The child living in the home has settled in well. The child says that they feel that staff care, that they promote their safety and well-being and that they want them to do well in everything that they do. The child said, 'I get on well with the staff and they listen to me. This is the best home I have lived in.'

When a child goes missing from the home, staff follow agreed procedures and search the local area and known places where the child may be. They report a child missing in accordance with the individual child's risk assessment. Comprehensive reports are in place to reflect the action staff take to support the child's safe return home. Independent return home visits are carried out to provide the child with the opportunity to discuss anything which is contributing to them leaving the home. This further supports the child to have a voice.

The home has been refurbished since the last inspection and maintenance issues have been addressed.

Clear plans are in place to enable staff to understand how best to support the behaviour of the child, including de-escalation techniques. The use of physical intervention is minimal and, when this is used, there are clear records in place to demonstrate the actions taken to de-escalate the child's behaviour. However, the manager has not recorded their oversight on some of these records.

Regular health and safety checks are completed, including fire evacuations. However, fire doors are regularly propped open, which does not adhere to fire regulations to promote the overall safety of people in the home in the event of a fire.

The effectiveness of leaders and managers: good

Since the last inspection, a permanent manager has been appointed and they have applied to be registered with Ofsted. He is suitably qualified and experienced, has high aspirations for any child living in the home and has taken appropriate steps to address the shortfalls identified at the last inspection. This includes additional recording systems and evaluation of the home's practice and, although still being embedded, there are clear signs of the positive impact this is having. This is particularly evident in the work around the missing-from-home reporting and the additional training provided to staff to enhance their skills and knowledge.

The home is appropriately staffed to meet the needs of the child living in the home. Since the last inspection, one new member of staff has been recruited in line with safer recruitment practice. This contributes to children's ongoing safety.

Team meetings are held each month, providing staff with the opportunity to review the progress that children are making. Additionally, the meetings are used to reflect on and identify any areas of development and to ensure that staff have the training and skills necessary to care for children safely. Further support to staff is provided through individual supervision sessions, enabling them to focus on their own specific training and practice.

The home's statement of purpose meets regulations and contains relevant information about the home's ethos and objectives. This document is provided on request. A children's guide is also given to the child placed at the home, providing them with details about what they can expect while at the home.

External professionals are positive about the care children receive. The child's placing social worker said, 'The manager and staff are exceptionally good at promoting the child's overall safety and well-being. Although the child has only been in placement for a relatively short space of time, the progress made is significant.'

The manager has taken action to address the requirements made at the last inspection.

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
If the Regulatory Reform (Fire Safety) Order 2005(1) applies to the home— Due date 28 May 2021 paragraph (1) does not apply; and the registered person must ensure that the requirements of that Order and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home. (Regulation 25 (2)) Specifically, ensure that staff do not prop open any designated fire doors.	1 August 2025

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: 2794714

Provision sub-type: Children's home

Registered provider: Voices Homes Ltd

Registered provider address: Suite 212 Oakland House, 21 Hope Carr Road,
Leigh, Wigan WN7 3ET

Responsible individual: Fiona Thomson

Registered manager: Post vacant

Inspector

Sarah Oldham, Social Care Inspector

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