

2797325

Registered provider: Transcend Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private provider. It provides care for two children who may experience social and emotional difficulties.

At the time of this inspection, two children were living in the home.

The manager registered with Ofsted in January 2025.

Inspection dates: 29 and 30 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 are welcomed into the home sensitively. Staff spend time getting to know children and develop positive relationships with them. The manager liaises well with professionals involved in children's care when moves into the home are not planned. This means that the children's needs are identified and understood by the manager and staff team. This supports children to settle quickly into the home. The manager considers the potential impact of children already living in the home when new children move in. This helps children to develop positive relationships with each other.

Staff support children with warmth and empathy. This helps children to develop strong relationships with the staff. Staff understand children's individual needs and how best to respond to them. One child said that staff are 'understanding' and 'supportive'. As a result, children are making progress.

Both children are in full-time education and have been able to maintain existing school placements when moving into the home. Staff develop strong working relationships with professionals involved with the children. Staff recognise and understand barriers when children struggle to attend school. They work well with professionals and the child to overcome these barriers.

Staff respect children's relationships with their families. They support children to spend time with those important to them safely. Staff develop positive relationships with children's families and maintain regular contact. One child's family said that they had 'peace of mind' knowing that the child is safe and well cared for.

Staff provide children with opportunities to enjoy new experiences, for example visits to football matches or theme parks. One child said the 'best things about living in the home are the opportunities to enjoy different activities'.

The manager and staff team work hard to create a warm and comfortable home environment for children to enjoy. The home is maintained to a high standard. Children are encouraged to personalise the home, and they are involved in discussions of how they can decorate and make improvements. This helps children to feel a sense of belonging. One child said, 'I get a say in everything.'

Staff support children to engage with health appointments. They understand children's anxieties about attending appointments and support children to overcome these. As a result, one child has made progress in accessing the dentist. Staff take action to ensure that children's emotional health needs are met by seeking support from external agencies. Staff support children to comply with prescribed medication. However, children's records do not always reflect when children refuse to take medication in line with plans. On one occasion, staff had not sought medical advice when one child refused to take medication as frequently as prescribed.

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

Staff have a good understanding of children's risks and vulnerabilities. There are effective strategies in place to safeguard children. Staff respond to incidents well and consistently offer children reassurance. This supports children to feel understood and cared for. However, children's records do not always reflect the known risks for children and the strategies that are used by staff to safeguard children.

Incidents of children being missing from the home are rare. When children do go missing, staff take effective action. Staff search for children in known locations and work well with partner agencies to locate them. However, preventative action had not been taken to reduce the risks of children leaving the home. This was rectified during the inspection.

Staff understand the risks regarding substance misuse for children. When incidents occur, staff ensure that any medical advice is followed, and children are closely monitored to ensure their well-being. Staff spend time with children to educate them on the risks of substances. Staff ensure that children have opportunities to access support from external agencies. Children benefit from clear routines and boundaries following any incidents. As a result, the risks for one child using substances have reduced.

Staff develop trusting relationships with children. Staff are professionally curious in their interactions with children. This helps children to have open and honest discussions with them. Staff engage children in meaningful conversations following incidents. This supports children to understand potential risks and to reflect on their own behaviours. A Local authority professional for one child said that the child's relationship with staff has improved their emotional well-being.

Staff promote children's positive behaviour through effective use of incentives. When consequences are used, staff work together with children in implementing these. This helps children to reflect on and learn from their behaviour.

The effectiveness of leaders and managers: good

There is an experienced manager in post. He is also registered to manage another of the organisation's homes. The manager and the deputy manager share their time well to provide effective management oversight at this home.

The manager's oversight of the home is good. Action is taken to address shortfalls in staff practice when they are identified. The manager prioritises children's safety and well-being by ensuring that prompt action is taken following complaints from children.

The manager has a positive relationship with both children. Leaders and managers have high but realistic expectations for the children. They encourage children to be ambitious and support their goals.

The manager recognises the development needs of the staff team. He has arranged shift partners to ensure that new staff are paired with more experienced staff members. The manager includes a review of all incidents within team meetings for staff to learn and develop their practice.

The manager has good oversight of the training needs of the staff team. He ensures that staff receive training on topics that are relevant to the children's individual needs. However, the manager has not always ensured that at least one person on duty at the home has a suitable first-aid qualification.

Staff say that leaders and managers are approachable and offer good support. Staff receive regular supervision, and less-experienced staff are offered an appropriate level of guidance. This helps to create a positive environment for both staff and children.

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 employment of any person on a temporary basis at the children's home does not prevent children from receiving such continuity of care as is reasonable to meet their needs. The registered person must ensure that— at all times, at least one person on duty at the home has a suitable first aid qualification. (Regulation 31 (1)(2)(a))	23 May 2025
The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— achieve the health and well-being outcomes that are recorded in the child's relevant plans. (Regulation 10 (1)(a)(b) (2)(a)(i)) In particular, the registered person must ensure that children's prescriptions for medication are followed and accurately recorded. Also, that any advice must be sought from a health professional regarding any changes to children's medications.	23 May 2025
The registered person must maintain records ("case records") for each child which— are kept up to date. (Regulation 36 (1)(b))	12 June 2025

Specifically, the registered person must ensure that children's plans include all known risks and strategies identified to manage these risks. Also, that children's plans are individual and specific to their needs.	
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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: 2797325

Provision sub-type: Children's home

Registered provider: Transcend Care Limited

Registered provider address: Unit 4b Peel Road, Blackpool, England FY4 5JX

Responsible individual: Christopher Paraskeva

Registered manager: Robert Feehan

Inspector

Hayley Smith, Social Care Regulatory Inspector

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