

2798687

Registered provider: Pinnacle Care NW Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private company and provides care for one child who experiences social and emotional difficulties and/or has learning disabilities and/or alcohol dependency and/or drug dependency.

The home registered with Ofsted in August 2024. The manager registered with Ofsted in June 2025.

At the time of this inspection, one child was living at the home and was spoken to by the inspectors.

Inspection dates: 3 and 4 March 2026

Overall experiences and progress of children and young people, taking into account **good**

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

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 27 January 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/01/2025	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The child living in the home experienced a well-planned move into the home. The manager visited them and ensured that the child received information about the home and the staff team and facilitated a visit to the home for the child prior to their arrival. This helped to reduce the child's anxiety and begin to build trusting relationships, resulting in the child settling in well.

Staff engage in activities with the child that the child enjoys. This helps to build a connection and helps the staff to develop an understanding of the child's needs, likes and dislikes. As a result, the child has developed a strong attachment to the manager and the staff. The child shared with the inspectors that they feel the staff are comforting and this is the best home they have lived in.

The child's views, wishes and feelings are regularly sought. Staff receive the views through planned key-work sessions and conversations they have with the child. The child receives timely feedback, which helps them to feel heard, valued and involved in the decision-making.

The child is not attending full-time education. However, they are being supported to attend their provision on a reduced timetable. The manager works well with the child's placing authorities and educational professionals to ensure that the child is provided with appropriate learning opportunities to support progress until the child is fully engaged with their education provision.

Staff support the child to attend routine and specialist health appointments. The impact of the child's earlier life experiences and ongoing emotional wellbeing support is assessed by child and adolescent mental health services, who support the staff to work therapeutically with the child and provide weekly therapy sessions for the child. This means the child's complex health needs are recognised and understood and are being met by staff.

The home is decorated and furnished to a good standard. However, the home is due for redecoration, planned for the week after the inspection. The child likes their home and takes pride in it. Consequently, the child lives in a happy and safe home where staff treat them with dignity and respect. One professional said, 'I have no concerns, [name of child] has settled well and has lovely relationships with staff.'

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

Risk management plans and safety plans are up to date and are regularly reviewed to reflect the child's changing needs. They provide staff with appropriate strategies to reduce and minimise risk. Staff demonstrate they understand the child's risks and vulnerabilities and take appropriate steps to manage these.

Safeguarding incidents are managed well. However, on occasion, staff practice has fallen short. The manager responds swiftly and takes the appropriate action to address this with the member of staff and relevant safeguarding partners. This ensures that the staff caring for the child remain safe to do so. Not all serious incidents have been reported to Ofsted in a timely manner. This does not allow the regulator to have sufficient oversight and scrutiny of the home.

Allegations are taken seriously and investigated thoroughly. The manager shares the information with the local authority designated officer and implements safety plans to ensure that the child remains safe living in the home.

On occasion, the child has been missing from home or away from the home without authority for short periods of time. The manager and staff take a proactive approach to supporting the safe return of the child, working closely with placing authorities and the police to assess and reduce risks. As a result of this coordinated approach, the child is located quickly and returned home safe and well.

Staff recruited to work in the home are recruited in a safe way. The manager ensures that the necessary checks are completed before staff start working with children. This helps to ensure that the adults working with children are safe to do so.

The effectiveness of leaders and managers: good

The registered manager is experienced, holds a childcare qualification and is working towards a management qualification. She has aspirations for the child in her care and is child-focused. Staff speak highly of the manager and the support she provides to her team. One member of staff said, 'Management are approachable and supportive, offering clear guidance and making sure staff feel supported in their roles.'

The manager has established strong relationships with the network of professionals supporting the child. Information is shared promptly and decisions are made collaboratively to meet the child's changing needs. The manager is confident to advocate on behalf of the child, ensuring that their views, wishes and feelings are heard.

New staff receive an induction that provides them with a detailed programme of training and guidance for their new role. On completion of their probationary period, staff are enrolled on to a suitable qualification if they are not already qualified. This leads to consistency in care and support for the child.

Staff receive regular practice-related supervision and attend regular team meetings. The sessions consider staff wellbeing and offer them opportunities to reflect on their practice. The manager and responsible individual provide effective oversight and appropriate challenge to staff where required. This helps staff to adapt their practice accordingly to meet the needs of the child.



Staff receive training that supports them in their roles and to meet the specific needs of the child in their care.

The management team has a good level of oversight over the home and of the quality of care provided to the child. Robust reviewing and monitoring systems support the management oversight and help to address any shortfalls as they arise. However, the manager has not ensured that the home's statement of purpose is up to date, as amendments to the staffing structure are required.

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 compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. The registered person must— keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (1) (3)(a)(b))	19 April 2026
The registered person must notify HMCI and each other relevant person without delay if— there is any incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(e)) Specifically, the registered person must ensure that all serious incidents are notified to Ofsted in a timely manner.	19 April 2026

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: 2798687

Provision sub-type: Children's home

Registered provider: Pinnacle Care NW Limited

Registered provider address: Sinclair Accounting Co Ltd, 300 St. Marys Road,
Garston, Liverpool L19 0NQ

Responsible individual: Rachel Springford

Registered manager: Sarah Preston

Inspectors

Julie Elder, Social Care Inspector
Shane North, Social Care Inspector

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