

2804329

Registered provider: Nova1care 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 offers care for one child who may experience social and emotional difficulties.

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

The manager registered with Ofsted on 9 March 2026 and is suitably experienced.

Inspection dates: 28 and 29 April 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: 28 May 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/05/2025	Full	Good

Summary of findings

Staff and managers build positive and trusting relationships with the child. As a result, the child feels happy, settled and comfortable talking to staff about what matters most to them. The child has expressed a clear wish to remain in the home and the local area, saying, 'It is amazing; I love it here.'

Inspection judgements

Overall experiences and progress of children and young people: good

The child lives in a clean, comfortable and well-maintained home. Awards and achievements are proudly displayed, and staff help the child personalise their home. The child's bedroom is decorated according to their preferences. This fosters the child's sense of ownership and pride in their home and personal space.

Staff provide individualised care. Plans offer clear guidance for staff to support and advocate for the child in working towards goals and aspirations. One example of this is the manager has sourced alternative education in hair and beauty. Additionally, staff have implemented an education planner to complement the child's formal education. The child's social worker described the educational support provided by the manager and staff as 'above and beyond'.

The child is encouraged to maintain relationships with people who are important to them. Staff prioritise family time by travelling with the child to visit family members who live outside the area. The child has also welcomed their family into the home over the Christmas period. This helps the child feel happy, settled and secure. One family member said, 'The care [name of child] receives is amazing. They are so lovely, and I can't praise them enough.'

Staff engage the child in purposeful discussions that promote safety, health and education. This well-informed approach helps them make progress. The child has made significant improvements with their sleep routines, which has had a positive impact on their engagement in education and their overall wellbeing.

Staff demonstrate a clear understanding of the importance of peer relationships and encourage the child to maintain positive friendships. The child is also encouraged to participate in activities that broaden their experiences, such as ice skating, visits to local dog kennels, cooking and planning a Halloween party at the home. The child benefits from a thoughtfully presented memory book and online memory wall, which make them feel valued and promote a sense of identity and belonging.

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

Staff are aware of their safeguarding responsibilities. When incidents occur, they respond promptly. Staff demonstrate professional curiosity to better understand the child's behaviours and plan appropriate work to reduce the likelihood of further incidents.

Risk assessments are regularly updated. They are clear, informative and accessible to all staff, which ensures appropriate steps and strategies are in place to support the child. There has been a delay in updating the child's behaviour support plan. A recommendation has been raised to address this issue.

Safeguarding concerns are managed proactively through open and effective partnership working with social workers. Staff adopt a non-judgemental approach that reassures the child and helps them express concerns. One social worker said that incidents are well managed through joint working.

Consequences are used appropriately and are proportionate to the behaviour requiring change. Staff place a strong focus on rewards and incentives that support learning, promote positive behaviour and improve self-esteem. The child is currently saving for a new mobile phone, which helps to support their motivation and engagement.

Staff are confident in talking to the child about sensitive matters. The child engages positively in conversations and informal education sessions relating to mobile phone safety and health, as well as the impact of physical behaviours. This helps the child feel emotionally safe.

Managers and staff take complaints seriously and act on them appropriately, even when they are not pursued by the child. Professional curiosity is demonstrated, with the child's views carefully listened to and validated. Conversations are revisited to ensure that the child is satisfied with the outcome and feels heard.

The effectiveness of leaders and managers: good

The manager is newly appointed to the role. She has shown strong commitment, helping build positive, trusting relationships with both the child and the staff team. As a result, the child feels settled, and staff feel well supported.

Leaders and managers ensure that staff benefit from regular supervision and team meetings. These focus on helping staff understand the child's changing needs and what is expected of them. When gaps in knowledge are identified, managers provide workshops and additional training. Staff receive an annual appraisal of their performance. However, these do not consider the views of the child and other professionals who have worked with staff over the year. This is a missed opportunity.

Staff have a good understanding of safeguarding practices and the role of the local authority designated officer. As a result, staff know how to respond appropriately if an allegation or complaint is made against a member of staff.

Staff morale is high. Staff describe the manager as 'supportive', which contributes to confidence and high standards of care. Comments include, 'I have received nothing but support from the manager' and 'They have helped me get my sparkle back.' Feedback from professionals is also very positive. One social worker said, 'The best residential home I have worked with.'

What does the children's home need to do to improve?

Recommendations

- The registered person should ensure that staff follow up-to-date behaviour support strategies. ('Guide to the Children's Homes Regulations, including the quality standards', page 39, paragraph 8.13)
- The registered person should ensure that staff appraisals consider, where reasonable and practical, the views of children and other professionals who have worked with the staff member over the year. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.5)

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: 2804329

Provision sub-type: Children's home

Registered provider: Nova1care Limited

Registered provider address: 17 Duke Street, Formby, Liverpool L37 4AN

Responsible individual: Susan Rolfe

Registered manager: Lauren McLaughlin

Inspector

Julia Edwards, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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