

2806504

Registered provider: True Care Northwest 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. It provides care for up to two children who may experience social and emotional difficulties.

The home and the manager registered with Ofsted in October 2024.

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

Inspection dates: 8 and 9 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

Both children spoke to the inspector about their experiences of living in the home.

Children like living in the home. They say they feel happy, loved and well cared for. One child said, 'It's good here. Staff understand us, and they are caring.' Staff provide a high standard of care, and children are making progress in all areas of their lives.

Relationships between staff and children are positive. Staff talk about the children with warmth, enthusiasm and pride. One child, who did not feel comfortable talking to adults before he moved in, now speaks more openly with staff. Children's wishes and views are sought regularly, and children say they feel heard.

Staff support children with their education. The manager is advocating tirelessly to find appropriate education provisions to meet the children's needs. One child, who had not attended education for some time before moving into the home, is now actively learning and thriving. Alternatives are in place when children cannot go to school, and staff find creative ways to encourage their learning.

Children are in good health. Staff encourage and support children to attend health appointments as required. They provide children with a healthy diet and encourage them to take regular exercise. One child said they love going on long walks in the countryside with a staff member and their dog. Staff educate children about the health benefits of not smoking or vaping. However, the organisation's policy has not been consistently applied to prevent children from using vaping devices in the garden.

Children are supported to spend time with people who are important to them. Staff have developed positive relationships with children's family members and communicate with them regularly. One parent said, 'Staff are really good. They always communicate with me. I'm really happy with everything.' One child sees their family most days, and staff often transport the child to and from visits.

Children live in a spacious home that is welcoming and well furnished throughout. There is ample space for children to relax and spend time together or apart. Children's bedrooms are personalised and comfortable. The manager is converting a lounge into a games room for the children. Children enjoy inviting friends and family over to spend time socialising in the home.

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

There is a strong safeguarding culture in the home. Children's risks and vulnerabilities are known and understood. They say they feel safe and secure living in the home. Staff work proactively and collaboratively with other agencies to ensure the safety of the

children. When a child goes missing from the home, staff take swift and effective action to ensure that they return home quickly and safely.

Staff routinely encourage positive behaviour and use creative ways to reward children, which they respond well to. Regular discussions take place with children about topics relevant to them and their age and stage of development.

Appropriate and clear boundaries and expectations are in place, providing a consistent and stable environment. Staff help children understand and manage their feelings and behaviours safely. As a result, there has been no need for staff to physically hold the children to keep them safe.

Staff and children benefit from support from an external psychologist who visits the home each week. Staff regularly reflect on their practice with the psychologist, both individually and during team meetings.

Safer recruitment practices are in place to ensure that only adults who are safe to work with children are employed in the home.

The effectiveness of leaders and managers: good

The manager is experienced, committed and caring. She promotes a positive 'can-do' approach in the home and is highly regarded by the children and the staff team. The manager receives support from a child-centred senior manager.

Staff enjoy working in the home. They feel valued and supported by the manager. Staff describe her as 'approachable' and 'knowledgeable'. The manager and the staff have high expectations for themselves and the children.

The manager works proactively and effectively with other agencies and professionals. She is a strong advocate for the children and routinely works in their best interests to ensure that their needs are met. A social worker said, 'We work together to keep children safe. Communication is great and the manager is proactive.'

Staff benefit from regular training opportunities to keep their knowledge and skills up to date. This includes bespoke training to equip them with the skills to meet the children's current and emerging needs.

Staff team meetings and supervision sessions are regular and well organised. They focus on the children's well-being and progress and provide opportunities to reflect on practice.

The manager has good oversight of the home. She knows the strengths and areas of vulnerability and takes swift action to address any shortfalls. The manager regularly monitors the quality of care provided to the children. This ensures that ongoing improvements are made.

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

Recommendation

- The registered person should ensure that each child's day-to-day health and well-being needs are met. Staff should work to make the home an environment that supports the policy of no vaping on the premises, in line with the approach set out in the home's statement of purpose and organisation's policies. ('Guide to the Children's Homes Regulations, including the quality standards', page 33, paragraph 7.3)

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: 2806504

Provision sub-type: Children's home

Registered provider: True Care Northwest Limited

Registered provider address: 107 Ditchfield Road, Widnes WA8 8RF

Responsible individual: Nicola Taylor

Registered manager: Tracy Friel

Inspector

Zillah Brooks, Social Care Inspector

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