

2807075

Registered provider: Changing Lives Care Group Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is run by a private organisation. It provides care for up to 3 children with emotional and social difficulties.

The manager registered with Ofsted in January 2025.

At the time of the inspection, one child was living in the home. The child's views were obtained for the inspection.

Inspection dates: 27 and 28 May 2026

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 23 April 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/04/2025	Full	Good

Summary of findings

The child receives highly individualised and nurturing care. This has a significant and lasting impact on their life. The child has made exceptional progress from their starting point. This is evident in their emotional wellbeing, education, independence, relationships and safety. Staff know the child exceptionally well. They provide consistent, therapeutic support that helps the child feel valued and understood. Managers create a strong, child-centred culture. Reflective practice, meaningful direct work and effective oversight ensure continuous improvement. The impact of care is significant, with improved outcomes across all areas of the child's life.

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Staff are preparing the child exceptionally well for adulthood. The child's 'My Pathway to Independence plan' captures their views, achievements and ambitions. The manager celebrates the child's strengths while identifying areas for further development. Staff help the child develop practical skills, such as travelling independently and cooking.

Staff place a strong emphasis on education and planning for the child's future. The child attends college and is working hard, with extra tuition, toward achieving qualifications. Staff encourage ambition and help the child explore future opportunities. The child raised concerns about their support in college. Staff worked with education professionals to develop tailored strategies. This helped the child develop confidence in their learning.

Staff carry out effective direct work that helps the child reflect on their experiences. Staff plan monthly themes, including money management, emotional development and decision-making. This helps the child make informed choices rather than being told what to do. Since the last inspection, staff have increased their direct work with the child in relation to quality, frequency and consistency. The manager captures the staff's and child's reflections to identify learning for everyone.

The child's achievements and progress are excellent and are recognised in meaningful ways. Staff write poems in positivity books to capture achievements and memories. The child values these books, enjoys reading them and is proud of the progress they show. The manager writes a letter to the child after every house meeting. This helps the child feel listened to and reinforces that their views matter.

The manager advocates for the child and helps the child to be assertive, when required. Staff listen carefully to the child's wishes and support them to express their views. The child asked for help to write to their placing authority about moving on plans. The child is developing the confidence to use their voice in influencing decisions.

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

The child is developing positive and age-appropriate friendships in the community. Staff support this by building relationships with the parents of friends and carrying out proportionate risk assessments. Comprehensive risk assessments are regularly reviewed and are supported by direct work with the child. Practical guidance provides staff with a consistent framework to support overnight stays. This increases the child's independence while maintaining appropriate safeguards.

Staff respond exceptionally well to incidents, taking effective action to keep the child safe. The manager has developed effective systems to collate incident information. This strengthens oversight, promotes reflective practice and supports coordinated safeguarding responses.

Leaders should continue to review the use of door alarms. This ensures that safeguards remain proportionate and reflective of the child's increased independence.

Staff use a preferred therapeutic model to reflect on incidents and adapt their support for the child. The child has a 'pick me up box' when emotions feel overwhelming. The box contains emotional support tools such as an emotions wheel and sensory items. The staff write positive messages in an envelope. This reminds the child that they are safe, loved and important. This helps the child to regulate their emotions and manage difficult situations.

Staff manage risks with mobile phones and online activity very well. Staff work alongside the child to develop realistic boundaries rather than imposing rules. The manager asked the child to create their own mobile phone agreement. This encouraged the child to identify what support and safeguards they felt were appropriate. The manager and the child agreed compromises to promote safe decision-making. Staff reduce supervision as the child shows safe use of their phone. This helps the child to develop responsibility, understand online risks and use technology safely.

Staff use praise and rewards effectively to recognise positive behaviour and achievements. The child receives regular verbal praise and meaningful rewards. Consequences are rarely needed. Staff use restorative approaches to help the child understand the impact of their actions. This promotes accountability and supports positive outcomes for the child.

The effectiveness of leaders and managers: outstanding

The manager provides strong and visible leadership. She shows a detailed understanding of the child's history, risks and journey. The manager takes a proactive approach, supporting education, family relationships, friendships and independence. When challenges arise, the manager remains present, consistent and persistent. There is a clear bond between the manager and the child. This helps the child feel safe, valued and supported to make progress.

The manager uses supervision to develop practice. Staff reflect on behaviour management, lessons learned and areas for development. Staff say that the manager creates a positive learning culture. They speak highly about the support and nurture they receive. The manager recognises staff achievements through monthly rewards. The workforce is stable and experienced. This creates consistency for the child and promotes high-quality care.

The manager shows reflective leadership, such as when reviewing measures of control. She considers feedback, reviews practice and strengthens recording systems. This improves oversight and shows a culture of learning and improvement. Restrictions remain proportionate and in the child's best interests.

The manager's recording system is meticulous and reflects a highly child-centred approach. Records are written to the child and avoid language that could feel blaming. Staff clearly capture the child's views, progress and experience. Managers' oversight evaluates what has worked well, identifies learning and adapts practice.

The manager goes above and beyond to create meaningful experiences. She recognises the importance of small actions that have a significant emotional impact. The manager sourced a replica locket that had significant meaning to the child. The manager understands what matters to the child and promotes their emotional wellbeing.

The child is flourishing as a result of the nurturing care provided by dedicated managers and staff. The child has made exceptional progress from their starting point. The child said that their greatest progress is 'learning how to love themselves again'. The manager and staff have a significant impact on the child's emotional wellbeing.

Leaders have strengthened the recruitment process. The manager has improved oversight of safer recruitment practices. Recruitment records show that safer recruitment practice is in line with regulatory requirements. The previous requirement made under regulation 32 is met.

No requirements or recommendations were raised following this inspection.

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: 2807075

Provision sub-type: Children's home

Registered provider: Changing Lives Care Group Ltd

Registered provider address: Office 7, 35-37 Ludgate Hill, London EC4M 7JN

Responsible individual: Michelle Clarke

Registered manager: Kelly Castle

Inspectors

Susie Vere, Social Care Inspector
Sarah Wilkins, Social Care Inspector

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