

2810368

Registered provider: New Start Living Residential Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private provider and offers care for up to three children who experience social and emotional difficulties.

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

The manager registered with Ofsted at the same time as the home in December 2024.

Inspection dates: 13 and 14 May 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 living at the home were present during the inspection. The inspector observed both children and had a conversation with one of them.

One child said they like living at the home. They feel supported by staff and enjoy reading time. Staff and children have warm and friendly relationships. There is laughter and play, demonstrating the positive relationships that staff have built with children. When children are stressed or anxious, staff provide care and support to help them settle.

Staff have supported one child to attend schooling every day, so they have good attendance. They enjoy getting up and ready for each morning and engaging in their education. The registered manager is an effective advocate for children. When children do not have regular schooling, she requests additional resources and takes steps to seek relevant services to ensure that children's needs are met.

Professionals and parents said communication with staff is good. They said staff have helped children to feel settled because they have built positive relationships with them and are proactive and supportive.

Staff support children to enjoy regular activities in the community and with their friends. Children participate in hobbies they enjoy, such as swimming, going on bike rides, walking and going to the cinema. Staff encourage family relationships, so they develop positively for children, and they spend time with people who are important to them.

Children regularly express their views, wishes and feelings. They express them in natural, open conversations with staff at home or in formal sessions, which help children with their understanding. Staff have created an open culture in the home so children can speak freely and in a safe space.

Before children move into the home, they receive an age-appropriate guide that is simple and clear to understand, which helps them to prepare for the move and know what to expect. Before children move in, staff meet with them and invite them to visit the home for tea so they can meet other children. This helps to reduce anxiety and makes children feel welcome.

The home is large, well presented, welcoming and cosy. There is a range of soft furnishings, making it homely for children. Children benefit from large bedrooms that are tailored to their specific interests. However, some staff carry a bunch of keys to unlock doors, which can make the home feel institutionalised and detract from its homely feel.

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

Children use devices with internet access, but there are robust filtering systems in place. Staff carry out daily checks, and both children happily hand their devices in before bedtime. However, staff have not taught children how to keep themselves safe online.

Staff support children with routines and boundaries. Children have a regular structure at bedtime and settle well at night. Younger children enjoy reading with staff and having story time before they go to sleep.

When staff have had to use physical restraint techniques, they do so proportionately and as a final measure to ensure children's safety. Children's plans focus on behaviours and include effective strategies, so staff know how to respond to any risks or harm.

Leaders and managers take effective and timely action to address staff-related concerns. Internal investigations are thorough, and the registered manager takes appropriate action to keep children safe. However, despite the registered manager seeking external professional advice, she failed to follow regulations and report a concern about staff to Ofsted. There have also been delays in reporting incidents.

The home's location risk assessment supports staff in recognising and understanding the risks in the local area while considering the needs of children in the home. It provides a detailed overview of resources and services in the area.

The effectiveness of leaders and managers: good

Although the home is very new, leaders and managers have high expectations for it and have focused on developing strong attachments with children, recognising that stability and security are fundamental to this process.

Staff enjoy working at the home and feel well supported by leaders and managers. Staff describe positive relationships with children and share examples of their progress, showing a good understanding of them.

The registered manager is enthusiastic and committed to developing staff to ensure that children live in a stable home environment. She recognises the individual skills and experience of the staff, but she also promotes training and learning opportunities. All staff have relevant qualifications or are working towards them.

In addition to training, staff receive group supervision with a psychologist who offers them advice and guidance so they can upskill and widen their expertise to provide children with nurturing and positive experiences.

Leaders and managers have good oversight of the home and meet regularly to quality assure aspects of the home, so they have in-depth knowledge to ensure that children receive quality care. The registered manager has oversight of all incidents and concerns

in the home, so she can monitor staff interventions and support them in improving their practice. Furthermore, the team learns from incidents and reflects on them to ensure that care planning is effective and in children's best interests.

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 notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there; there is any other incident relating to a child which the registered person considers to be serious. A notification made under this regulation— must include details of— the matter; the other persons, bodies or organisations (if any) who or which have been notified; and any actions taken by the registered person as a result of the matter; must be made or confirmed in writing. (Regulation 40 (4)(c)(e) (5)(a)(i)(ii)(iii)(b)) In particular, the registered person must ensure that Ofsted is notified of any allegations or concerns against a member of staff working in the home. Furthermore, Ofsted must be notified of all serious incidents concerning children. Notifications must be made in a timely manner with no delays.	15 May 2025

Recommendations

- The registered person should ensure that children are helped to recognise online risks and learn how to keep themselves safe online. ('Guide to the Children's Homes Regulations, including the quality standards', page 43, paragraph 9.9)
- The registered person should ensure that the home environment is nurturing and does not feel institutionalised. This specifically relates to considering the effects of

staff carrying bunches of keys around the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

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: 2810368

Provision sub-type: Children's home

Registered provider: New Start Living Residential Limited

Registered provider address: Fig Flex, Southgate House, Southgate Street,
Gloucester GL1 1UB

Responsible individual: Shayne Ewers

Registered manager: Catherine Bailey

Inspector

Emma Fryer, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

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