

2813073

Registered provider: The Bristol Care Group 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 provides care for up to three children who experience social and emotional difficulties.

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

This the first inspection after registration and three children were living in the home.

Inspection dates: 15 and 16 July 2025

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: not applicable

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: outstanding

Children said they like living at the home, feel safe and are well-supported by staff, with whom they have positive relationships.

Staff provide children with a high level of care and commitment, and they demonstrate that they strive for children to reach their potential and flourish in their care. Children are progressing because staff work in a secure and therapeutic way to build positive relationships with them. They ensure that there are consistent boundaries and that they listen to children so that they can adapt their support to align with children's needs. Children have developed confidence, rebuilt family relationships and stopped going missing from home.

All children participate in education and learning. Staff have supported children with educational activities and increased engagement. Significant improvements from children's starting points are made in relation to their education. This is enhancing their progress and access to future aspirational opportunities.

Staff interactions with children are warm and caring. There is positive encouragement and good-humoured interactions, so children enjoy spending time with staff and feel relaxed and comfortable in their presence. All children enjoy regular activities with staff, such as going to the gym, visiting the beach and training for a marathon.

Staff promote and encourage positive relationships. Children enjoy time with their friends in the community, such as playing rugby and meeting at the park, and staff welcome friends to the home for dinner. This helps children maintain positive relationships with people that are important to them.

Children are settled in the home as staff have helped them with positive routines and structure, which are tailored to each individual child. This includes staff taking one child out for a cardio session to help them unwind each evening. Staff settle the child, which alleviates stress and anxiety, and helps them feel calm at bedtime.

Dinner time is a regular enjoyable activity. Children and staff cook meals together, creating new recipes so food is kept fun and interesting. Staff took children to visit a local restaurant where they gained inspiration for new ideas in the kitchen and the enthusiasm to grow their own fruit and vegetables at the home.

The registered manager is proactive when considering the cultural and identity needs of children. Arrangements are made so children engage with local activities that align with their culture and family background. They engage with local resources, and staff research cultural differences so they can support children with celebrations and festivities. Children also engage with outreach support to meet their identity needs.

Professionals said that one child is doing 'brilliantly' in the home, and another said that communication with the home is excellent. Professionals say that they are 'impressed' with the care and support that staff provide children.

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

When children move into the home, the registered manager makes extensive plans that help alleviate anxiety and so children feel welcome. This includes visiting children, inviting them for tea, and involving them in making choices, such as choosing their bedroom and decorating styles. Staff completed outreach support with one child before their move to ensure they were ready and comfortable, while considering other children in the home.

Staff support children to learn a range of practical skills in preparation for independence. Staff have helped them learn to budget, plan meals, go shopping and prepare food. All children do their own laundry, keep their bedroom tidy, and change their bedding every weekend. They are also confident using public transport.

Staff engage children in regular and meaningful conversations. They cover a range of topics with children, including how to keep safe online, healthy relationships and risks surrounding child exploitation. This helps children's understanding, so they have the knowledge to make informed decisions. The registered manager has written comprehensive workshops that support staff to engage with children, but also so children have a purposeful experience, alongside learning. These have had a positive impact on children and enhanced their social skills.

Children's plans are thorough and support staff to have a comprehensive understanding of children's needs and help them keep safe. Staff use effective strategies to help children to express themselves safely. Regular reviews ensure that staff are kept up to date and informed about any changes to the children's plans.

Staff do not use restraint in the home, because they have an in-depth understanding of children's needs and use trauma-informed approaches. This helps them build positive relationships with children, so they can support their specific needs and ensure that children flourish in a secure and stable environment. When children previously went missing, staff followed protocol and consulted with external professionals to keep children safe and return them to the home.

Leaders and managers take effective and timely action to address any concerns about staff practice. They seek advice from external professionals and complete thorough and robust internal investigations. The registered manager takes appropriate action to ensure that children are safe and that they feel listened to.

The effectiveness of leaders and managers: outstanding

Staff said that the registered manager is a successful advocate for children and strives to 'find ways to nurture their passions and build confidence through experiences that matter to them'.

Staff said that the registered manager demonstrates an exceptional level of leadership, and any issues are addressed promptly, so that high standards are consistently maintained. This has created trust and cohesive working across the team, which has resulted in positive experiences for children.

The registered manager is very efficient, eager and motivated. She has extensive oversight of the home, so she can ensure that children receive an excellent standard of care. She is passionate about the support that is offered to children and strives to provide them with an exceptional home life.

The registered manager said she has confidence in her team and that they are committed and dedicated to children using a child-led approach, listening and responding to children's wishes and feelings.

The registered manager completed research and consulted with experts, so she could support staff with their professional development and optimise their learning. Staff benefit from clinical supervision, in addition to monthly supervision, which is extensive and supports them to use a secure and therapeutic approach with children.

Leaders and managers provide staff with a comprehensive training and induction programme, so they have an excellent understanding of safeguarding processes and how to keep children safe. Alongside mandatory training, staff complete specialist and bespoke training, tailored to children's specific needs. All staff have relevant qualifications or are working towards obtaining them.

Effective monitoring and review systems are in place. Leaders and managers complete regular audits so that they can monitor and evaluate the quality of care that children experience. Leaders visit the home every week so they have extensive oversight and can build strong relationships with staff and children. Additionally, the registered manager compares information for each child from their starting point, at regular intervals, so she can assess children's outcomes and implement actions to improve these.

Information about this inspection

The inspector has 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: 2813073

Provision sub-type: Children's home

Registered provider: The Bristol Care Group Limited

Registered provider address: Bishop Fleming, Templeback, 10 Temple Back, Bristol
BS1 6FL

Responsible individual: Tanya Humphries

Registered manager: Beverley Page

Inspector

Emma Fryer, Social Care Inspector

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