

# 2813801

Registered provider: Oaktree Childcare Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

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

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

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

### Inspection dates: 14 and 15 July 2025

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| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>good</b> |
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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 with the inspector.

Children receive individualised care. Staff know the children well and understand what is important to them. Children's personalities shine through in their care plans. Staff create a family-like environment and spend time with children, such as preparing meals and eating together. Children therefore feel cared for and have a sense of belonging.

Children are encouraged by staff to learn age-appropriate life skills, including basic cooking and cleaning. This helps children to be more independent. It also helps them to take pride in their home.

During the inspection, interactions between staff and children were observed to be exceptionally warm and filled with genuine laughter. The atmosphere in the home is relaxed and nurturing. Children are comfortable and at ease, indicating they have trusting relationships with the staff caring for them.

Staff are proactive in supporting children in understanding and exploring their identity. They take time to get to know each child and encourage open conversations about culture and background. Children are supported in expressing themselves freely, and staff encourage them to participate in activities that reflect their identity and interests.

Families and professionals provide positive feedback about the home. Staff are recognised for their commitment to the children in their care and for demonstrating resilience during challenging situations. Families and professionals praise the quality of care provided. One family member said that they cannot sing the staff's praises highly enough.

One child said that they like living at the home and feel cared for by the staff.

Both children have been out of formal education for some time. Alternative learning is in place, but one child does not consistently engage. There is a lack of routine and structure in place to support the child's participation in learning or alternative meaningful activities.

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

There has been a notable reduction in incidents of children going missing from home. When incidents occur, staff follow established procedures to ensure children's safety. On their return, children are offered discussions and opportunities to reflect, helping to explore the reasons behind their behaviour and supporting future safety planning.

Staff have not needed to physically hold a child to keep them or others safe. This is a positive reflection of the staff and how well they know the children and help them manage their emotions and behavioural responses. Children are helped to express their emotions. Children can tell staff if they are feeling angry or upset, and staff are able to support them in the moment. This is leading to fewer incidents in the home.

Children are protected from exploitation and concerning content online. Children allow staff to check their mobile phones where necessary to ensure that they do not come to harm.

Staff understand the risks to children and how to manage them. Risk assessments are clear and current. They contain strategies for staff to follow to mitigate risk. Risk assessments are updated with any learning from previous incidents or concerns.

Children have a voice in the home, and their views are listened to. They know how to raise complaints or voice their opinions if they are not happy about something. Children also understand that the staff team rewards their achievements.

### **The effectiveness of leaders and managers: good**

The registered manager is committed to helping children reach their full potential. He sets high expectations for staff and leads by example. The registered manager communicates effectively and works in collaboration with other professionals. He is a strong advocate for children and ensures that decisions are made in their best interests.

Staff say that the registered manager is supportive and approachable. Training is up to date, and staff receive regular supervision sessions. Staff and managers are proud of the care and support that they offer children. This improves children's experiences.

The home has a team of permanent staff members. However, there are shortages in the team. Gaps are covered by the existing staff team or, on occasion, agency staff who know the children, which helps to minimise disruption. However, due to shortfalls in staff sufficiency, staff are at risk of experiencing burnout.

Staff do not consistently provide sufficient detail in incident reports. As a result, it is more difficult to fully understand events or evaluate patterns of risk effectively.

## 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          |
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| <p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose;</p> <p>ensure that staff work as a team where appropriate;</p> <p>ensure that the home has sufficient staff to provide care for each child;</p> <p>ensure that the home's workforce provides continuity of care to each child;</p> <p>understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home;</p> <p>demonstrate that practice in the home is informed and improved by taking into account and acting on—</p> <p>feedback on the experiences of children, including complaints received; and</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home.<br/>(Regulation 13 (1) (2)(a)(b)(d)(e)(f)(g)(ii)(h))</p> <p>In particular, the registered person must always ensure that the home's staffing levels are sufficient to meet operational needs.</p> | 15 September 2025 |

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| <p>The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>support each child’s learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete independent study;</p> <p>understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers;</p> <p>promote opportunities for each child to learn informally; and</p> <p>help each child who is above compulsory school age to participate in further education, training or employment and to prepare for future care, education or employment.<br/>(Regulation 8 (1) (2)(a)(ii)(iii)(v)(ix))</p> <p>In particular, the registered provider must ensure that when children are not in education, there is clear structure and routine in place at the home.</p> | <p>15 September 2025</p> |
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## Recommendation

- The registered person should ensure that staff are familiar with the home’s policies on record-keeping and understand the importance of careful, objective and clear recording. Specifically, the registered person must ensure that daily records are detailed and that all recordings of incidents or behaviours are descriptive. (‘Guide to the Children’s Homes Regulations, including the quality standards’, page 62, paragraph 14.4)

## 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:** 2813801

**Provision sub-type:** Children's home

**Registered provider:** Oaktree Childcare Limited

**Registered provider address:** Ground Floor, Seneca House, Links Point, Amy Johnson Way, Blackpool, Lancashire FY4 2FF

**Responsible individual:**

**Registered manager:** David Craig

## Inspector

Sally Mitchell, Social Care Inspector

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Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

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