

2823938

Registered provider: Consistent Quality Support Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private company. It offers care for up to two children who may have learning disabilities or experience social and emotional difficulties.

The manager registered with Ofsted in March 2025.

At the time of the inspection, one child was living in the home and contributed to the inspection.

Inspection dates: 1 and 2 September 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

The child benefits from well-structured and individualised care, and support plans are reflective of their needs. These plans are written in a child-friendly manner and demonstrate the child's voice throughout, ensuring that their wishes and feelings are central to the care provided.

Staff have worked hard to develop positive and trusting relationships with the child, which contributes to their ongoing progress. The child has made good progress when measured from their individual starting point. This is evidenced by a significant reduction in incidents and an increase in their engagement with support offered by staff. Staff's consistent approach and nurturing environment have contributed to these positive outcomes for the child.

The manager has been proactive and persistent in her advocacy for the child to access services they need. This has meant the child now has access to health services, including mental health support, with their engagement also markedly improving. Although the child has experienced a period not in education, the manager has worked effectively to establish and implement education plans. This demonstrates staff's commitment to ensuring the child's right to education and improving their future outcomes.

The child's identity is acknowledged, embraced and celebrated. Staff support the child to explore their culture and personal identity, which is still developing. As a result, the child is increasingly confident in expressing themselves within the safety and support of their home environment.

There is strong evidence that the child feels listened to, understood and acknowledged. This is embedded in daily practice and is further reinforced through meaningful initiatives, such as weekly letters from staff, which the child responds to positively.

Staff actively support and facilitate family time in a way that is sensitive to the child's needs and best interests. This helps the child maintain important relationships and contributes to the child's emotional well-being.

The child enjoys a wide range of positive experiences and is encouraged to explore new activities, enabling them to have fun and enjoy being a child. Staff work hard to create an environment where the child can thrive both emotionally and developmentally.

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

Staff demonstrate a good understanding of the child's needs and associated risks. While there have been some inconsistencies in how staff have responded to the child, this is improving. As staff gain a deeper understanding of the child, their responses are becoming more consistent and attuned to the child's individual needs. Staff's growing knowledge is used effectively to inform their responses to incidents, which are managed in line with the child's individual support plan.

The provider's chosen model of care is well embedded in staff practice and is used effectively to de-escalate behaviours. The child responds well to these approaches, and staff show skill and sensitivity in supporting the child through difficult moments.

Incident records are thorough and detailed. They contain clear descriptions and analysis of events, alongside reflective and evaluative management oversight. The manager monitors and evaluates patterns that are identified and ensures that practice continues to evolve in line with the child's needs.

There have been occasions where physical intervention has been used but has not been fully effective. This raises some concerns given the child's level of need and risks. Nonetheless, it is reassuring that staff know the child well and are confident in using de-escalation strategies effectively. Greater clarity is needed in how these approaches are presented in the child's support plan to ensure consistency across the staff team.

Staff have a good understanding of safeguards that may deprive children of their liberties. Staff demonstrate how they implement these in the most permissive and least restrictive manner possible. There are examples where this approach has clearly contributed to safeguarding the child while respecting their rights.

When the child has been missing from home, staff have followed procedures appropriately, working with partner agencies to reduce risks and ensure timely, coordinated responses.

Allegations and complaints made against staff have been managed in line with the home's safeguarding policies and procedures. Investigations are robust and demonstrate a commitment to transparency, safety and accountability.

The child knows how to make a complaint and is supported to express their views and feelings through this process. Staff listen to the child, take their concerns seriously and support them to understand outcomes and next steps.

Positive behaviour is consistently celebrated and reinforced. Where challenging behaviours occur, staff respond appropriately and apply consequences that are restorative and positively received by the child.

The effectiveness of leaders and managers: good

The manager is a strong and tenacious advocate for children. She goes above and beyond to challenge decisions and push for improved outcomes in the best interests of the child. Her tenacity and commitment are evident in her daily practice and the respect she holds within the wider professional network.

Staff report feeling well supported by leaders and managers. They benefit from regular supervision, team meetings and reflective practice sessions, which they describe as valuable in helping them deliver effective and thoughtful care. These opportunities for reflection have a direct impact on the quality of relationships with the child and the consistency of care provided.

The manager provides strong and effective leadership. She is well supported by the deputy manager and senior staff, creating a management team that is cohesive and responsive to the needs of both staff and children. This leadership strength contributes significantly to the stability and positive culture within the home.

The manager has worked hard to build and maintain constructive relationships with the child's family and professional network. Communication is open, regular and child focused. As a result, there is a shared understanding and consistency across agencies in supporting the child's progress.

External professionals have provided consistently positive feedback about the quality of leadership and management within the home. They highlight the proactive approach taken by the manager and her team, as well as the collaborative and transparent way they work.

The culture in the home is one of high aspiration. Staff and leaders are committed to helping the child achieve the best possible outcomes. This is underpinned by high expectations of the care provided and a shared belief in the child's potential.

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

Recommendation

- The behaviour management strategy should be understood and applied at all times by staff and must be kept under review and revised where appropriate. ('Guide to the Children's Homes Regulations, including the quality standards', page 46, paragraph 9.34)

The registered person should ensure that staff's responses to children's behaviour are consistent with one another. Children's behaviour support plans should clearly reflect the interventions staff should use and when.

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: 2823938

Provision sub-type: Children's home

Registered provider: Consistent Quality Support Limited

Registered provider address: Mill 1 Unit C1, Pleasley Business Park, Mansfield
NG19 8RL

Responsible individual: Debra Dawson

Registered manager: Cheryl Gray

Inspector

Chloe Harvey, Social Care Inspector

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