

# 2824003

Registered provider: Pinnacle Care NW Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home registered with Ofsted in February 2025 and is owned and managed by a private organisation. It provides care for one child who may experience social and emotional difficulties and/or have learning disabilities and/or alcohol dependency and/or drug dependency.

At the time of this inspection, one child was living at the home.

The manager registered with Ofsted in June 2025.

### Inspection date: 9 and 10 July 2025

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| How well children and young people are helped and protected | good |
|-------------------------------------------------------------|------|

|                                           |      |
|-------------------------------------------|------|
| The effectiveness of leaders and managers | good |
|-------------------------------------------|------|

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 inspector spoke with the child living at the home.

Since the home opened, one child has moved in. The management team carefully planned the child's move into the home, considering all relevant information. The child was able to meet staff and read the children's guide to the home before they moved in. Staff encouraged the child to personalise the house with soft furnishings and decorations. The child's bedroom is personalised to their specific preferences, and the child described it as a 'really nice house' to live in. This approach by staff has enabled the child to settle in quickly.

Staff understand the child's individual needs well. Staff follow individualised care plans that reflect the child's social and emotional needs. This helps the child to make progress. The child said that they feel safe and secure in their home environment. Professionals say that staff are caring and effective advocates for the child.

The child is receiving educational tuition at home while waiting for a school placement. The child's tutor said, 'The staff make so much effort to ensure that [name of child] engages in their education. [Name of child] has made such good progress, and it's clear to see the staff really care.' Staff advocate for the child and have challenged the official paperwork being sent to schools about the child's needs, as they feel this is incorrect and negative. Staff are committed to finding the right educational provision for the child.

The registered manager regularly reviews the physical environment of the home to ensure that it is clean, safe and secure. However, some minor decorative issues inside and some broken garden ornaments require attention. The management team acted swiftly to address these issues during the inspection and spoke to staff about the ongoing reporting of any maintenance issues in the home.

The child is supported in maintaining contact with their family and friends. People who are important to the child visit the home regularly, and they say that they are welcomed and looked after by staff. The child enjoys having friends stay at the home.

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

Staff understand their roles and responsibilities in safeguarding the child. They are aware of the child's individual risks and vulnerabilities. They know how to best manage and respond to them to ensure that the child remains safe. Staff follow detailed risk management and support plans. This practice has helped reduce risks for the child.

Due to the positive relationships that the registered manager and staff have built with the child, they are able to de-escalate incidents effectively. This has led to a reduction in incidents for the child. When incidents occur, staff speak to the child about them, which

helps the child to reflect and express any worries or concerns they have. Staff give the child the opportunity to share their views about how the situation could have been managed differently. This helps the child to manage their feelings and emotions effectively.

The social worker for the child said, 'I am really happy with the care provided. I don't think they could do any more than they do. They chase me up all the time asking for meeting minutes and to push things along regarding the education.'

The child is provided with the necessary support to develop their independence skills in accordance with their age and individual needs, and they have a well-established routine and structure. This supports the child in developing necessary skills in preparation for adulthood. The parent of the child said, '[Name of child] is doing great, much cleaner and looks better, taking better care of their appearance since they have been at the home.'

Staff carry out direct work and support sessions on relevant topics with the child. However, these are not always recorded to reflect the work carried out. Grammatical errors and the use of some language that is not child friendly also detract from the records.

The child is encouraged to attend health appointments. Staff ensure that professionals are involved in reviewing the child's medication to confirm that it is reflective of the child's diagnoses and wishes. Staff ensure that the child is administered their medication routinely. However, the child has been able to hide medication not swallowed in their bedroom. The registered manager and staff have acted swiftly to address this oversight. Two staff members will now witness the child consuming the medication and record the details.

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

The registered manager has a good understanding of the home's strengths and areas for development. The registered manager reviews, considers and implements recommendations raised by the independent person.

Staff are recruited safely. They have a detailed induction plan that includes undertaking the relevant training for their role. Staff are given opportunities to develop and progress in the organisation should they wish. Staff who are working towards their required qualifications are supported, and timescales are monitored.

The registered manager has formed positive working relationships with professionals. Feedback from professionals is positive. The registered manager appropriately challenges professionals when they fail to take effective action to meet the child's needs. This ensures that any delays for the child are highlighted and monitored.

Staff supervision sessions and inductions are an integral part of the support system for their development. These sessions provide staff with time to reflect on their practice,

discuss challenges and receive constructive feedback. However, not all staff receive supervision in line with the timescales outlined in the home's statement of purpose.

The registered manager, who is dual registered, is supported by an experienced deputy who provides daily oversight and support to the staff team, ensuring that the child is provided with consistent and sufficient levels of care.

## 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     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| <p>The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home.</p> <p>In particular the registered person must ensure that—</p> <p>medicine which is prescribed for a child is administered as prescribed to the child for whom it is prescribed and to no other child; and</p> <p>a record is kept of the administration of medicine to each child.<br/>(Regulation 23 (1) (2)(b)(c))</p> <p>This specifically relates to ensuring that the child takes their prescribed medication and that there is a clear record of who administers it.</p> | 18 July 2025 |

### Recommendations

- The registered person should have systems in place so that staff receive supervision in accordance with the timescales outlined in the home's statement of purpose. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.2)
- The registered person should ensure that staff understand the importance of careful, objective and clear recording. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)
- The registered person should ensure that the home is a safe environment for children and that maintenance issues are escalated appropriately. ('Guide to the Children's Homes Regulations, including the quality standards', page 33, paragraph 7.3)

## **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:** 2824003

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

**Registered provider:** Pinnacle Care NW Ltd

**Registered provider address:** Sinclair Accounting Co Ltd, 300 St Marys Road,  
Garston, Liverpool L19 0NQ

**Responsible individual:** Rachel Springford

**Registered manager:** Sarah Preston

## Inspector

Deborah Turner, Social Care Inspector

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