

SC020133

Registered provider: Arnfield Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned privately and provides care for up to eight children who may experience social and emotional difficulties.

The manager registered with Ofsted in September 2025.

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

Inspection dates: 25 and 26 November 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: 15 October 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/10/2024	Full	Outstanding
13/02/2024	Full	Outstanding
10/10/2022	Full	Outstanding
15/06/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children benefit from warm, nurturing and individualised care within a welcoming and child-focused home. The home environment is maintained to a very high standard, with thoughtful décor and children's artwork celebrated throughout. This creates a homely atmosphere that reinforces children's sense of pride and belonging. Mealtimes are calm and inclusive with children and staff eating together in a spacious dining area. A dedicated cook ensures nutritious, well-prepared meals that further enhance the family-style setting. While statutory signage makes a small number of areas appear more institutional, this does not detract from the overall warmth of the home.

Children present as settled, content and confident in their surroundings. They speak positively about staff and describe feeling listened to, supported and valued. They engage well with education and a wide range of enjoyable activities. Although some children express frustration with certain boundaries, such as handing in mobile phones at night, they also recognise that staff explain decisions clearly and take their views into account. This helps foster a culture of trust and open communication.

Relationships between staff and children are a key strength. Interactions observed are characterised by genuine warmth, appropriate humour and a clear understanding of individual needs. These strong relationships promote emotional security and significantly contribute to children's progress and well-being.

Children make sustained and meaningful progress during their time here. Education is prioritised and celebrated with all children actively engaged in learning. Staff have high aspirations and provide consistent support, enabling children to achieve well. One child recently completed a Level 2 English qualification, expanding their future opportunities.

Care planning, including unplanned moves, is managed thoughtfully and with sensitivity. Staff show a strong commitment to promoting stability and emotional well-being, ensuring that moves are handled in a predictable and supportive way. The meaningful and lasting relationships formed here are notable. Children who have left the home maintain regular contact for advice or reassurance. They call the staff, seeking out those trusted relationships. These enduring connections highlight the positive and lasting impact of children's experiences at the home.

Direct work with children is embedded in daily practice. Staff carry out planned sessions as well as responsive work following incidents, helping children understand their experiences, develop emotional resilience and reflect on their actions. This ensures they receive timely and effective support.

The approach to behaviour management is fair, consistent and well understood. Staff explain the rationale behind expectations and consequences, helping children learn and

reflect. Leaders are reviewing some written language to ensure it aligns fully with the nurturing ethos that is evident in practice.

Overall, children experience high-quality care that supports them to grow emotionally, socially and academically. The strong, meaningful relationships they form with staff have a lasting positive impact, helping them to feel safe, confident and well prepared for the future.

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

Children know how to make a complaint and feel confident that their views will be taken seriously. Complaints are rare, and records show that concerns raised are usually addressed in line with policy and with clear regard for the child's welfare. However, on one occasion, a response was not completed in a timely manner, which meant the child's concern was not resolved as promptly as expected.

Allegations are managed rigorously and sensitively. Staff act in accordance with statutory guidance, ensuring thorough investigation, timely communication and appropriate support for everyone involved. Records demonstrate clear accountability and a strong focus on safeguarding children's emotional and physical well-being.

Responses to missing-from-home incidents are highly effective and firmly rooted in good safeguarding practice. Staff follow procedures diligently and keep detailed, analytical records that demonstrate persistent and creative efforts to locate and maintain contact with children during periods of absence. Strong partnerships with families, safeguarding professionals and the local community ensure well-coordinated multi-agency responses, particularly for children missing for extended periods.

When children return, staff provide reassurance, comfort and a safe space to reconnect. Return home discussions take place promptly and are conducted with curiosity and sensitivity, helping children feel understood and supported while reducing future risks. Leaders maintain strong oversight to ensure responses remain trauma informed and proportionate.

Consequences following missing episodes are used thoughtfully to promote safety and reconnection. Although some terminology in documentation does not fully reflect the nurturing ethos of the home, practise itself remains supportive. Leaders are addressing this to ensure written records reflect the child-focused approach.

Physical intervention is extremely rare and only used when necessary to prevent harm. Records are comprehensive, capturing what occurred before, during and after incidents. Children's views are actively sought and reflected in recordings, helping inform learning for both children and staff. Management oversight is robust and reflective.

Staff respond sensitively and effectively to incidents involving self-harm or suicidal ideation. They take clear, well-judged actions, such as removing harmful items, and use calm, skilled de-escalation techniques. Follow-up discussions are meaningful and

reassuring, helping children understand their emotions and feel supported. While some language in written consequences appears more punitive than intended, practise is protective and clearly focused on children's safety.

Overall, children are helped and protected through proactive, skilled and child-centred safeguarding practice. Staff know children well, respond to risks with confidence and sensitivity and work effectively with partners to ensure children remain safe and feel safe.

The effectiveness of leaders and managers: outstanding

The manager provides strong, insightful leadership that places children's experiences, needs and aspirations at the centre of practice. His detailed understanding of each child, combined with the skill and experience of the deputy manager, results in a cohesive and motivated leadership team. Their shared values promote a culture of warmth, ambition, and reflective practice, ensuring children's welfare and progress consistently drive decision-making.

Professionals consistently praise strong communication, reliability and collaborative working. Staff demonstrate a proactive approach in their partnership with external agencies and provide effective support for children during family time, helping maintain and strengthen important connections.

Families also speak highly of the staff team, describing them as approachable, supportive and committed to children's needs. This positive engagement fosters trust and promotes a collaborative approach to care.

Staff know children extremely well and speak confidently about risks, needs and support plans. They demonstrate a clear understanding of safeguarding procedures and apply these appropriately in practice. Staff report feeling well supported by leaders and by each other, contributing to a stable and reflective team culture.

Supervision is regular, reflective and developmental. The additional 'toolbox' supervision provides ongoing learning opportunities, strengthening staff skills and enhancing the overall quality of care. Monthly team meetings are described by staff as supportive and focused on continuous improvement.

There is some inconsistency in external 44 monitoring. The independent visitor does not consistently engage with children or gather external feedback, which limits their ability to fully evaluate safeguarding arrangements. The manager is already addressing this, and a recommendation has been made to strengthen this aspect of monitoring.

Overall, the home is led with skill, integrity and unwavering commitment. Leaders create a culture of high expectations, reflective practice and continuous improvement, ensuring children receive high-quality, nurturing care that enables them to make strong and sustained progress.

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

Recommendations

- 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. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)
- The registered person should ensure that staff encourage children to share any concerns about their care or other matters as soon as they arise and that these concerns are responded to in a timely manner. ('Guide to the Children's Homes Regulations, including the quality standards', page 22, paragraph 4.13)
- The registered person should ensure any individual appointed to carry out visits to the home as an independent person must make a rigorous and impartial assessment of the home's arrangements for safeguarding and promoting the welfare of the children in the home's care. ('Guide to the Children's Homes Regulations, including the quality standards', page 65, paragraph 15.5)

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: SC020133

Provision sub-type: Children's home

Registered provider: Arnfield Care Limited

Registered provider address: Generate Business Hub, 13 Bernard Street, Glossop, Derbyshire SK13 7AA

Responsible individual: Wayne Relf

Registered manager: Terence Heathcote

Inspectors

Lauren Barwell, Social Care Regulatory Inspector
Chloe Harvey, Social Care Regulatory Inspector

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