

SC022442

Registered provider: PIC Children's Services

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned and provides care for one child who may experience social and emotional difficulties.

At the time of this inspection, one child was living at the home. The inspector spoke to the child about their experiences of living in the home.

The manager registered with Ofsted in May 2026.

Inspection dates: 26 and 27 May 2026

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: 10 June 2025

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/06/2025	Full	Requires improvement to be good
04/09/2024	Full	Requires improvement to be good
07/05/2024	Full	Inadequate
20/04/2023	Full	Good

Summary of findings

The child is making progress from their starting points in a nurturing home where staff build positive relationships, encourage their interests, and support their education, routines and confidence.

Safeguarding practice is effective, with well-maintained risk assessments and care plans.

Leadership is consistent, creating a positive team culture, although improvements are required in ensuring timely health appointments and the completion of staff qualifications.

Inspection judgements

Overall experiences and progress of children and young people: good

The home is clean, warm and welcoming, and the child's bedroom is individualised with pictures of their favourite football team on the wall. The child has developed trusted relationships with the staff team who care for them.

Staff listen to the child's interests, and they have been able to access their choice of activities, such as attending a comic book convention, visiting film sets and attending the theatre and cinema. Staff continue to encourage the child to take part in activities in the community, and opportunities linked to boxing and drama clubs have been explored. The child has been supported to go on holiday and is working with staff to explore their next trip away from home. These opportunities have broadened the child's life experiences.

The child has an avid interest in computer games, and their achievements online are celebrated by the team. Time spent playing games is closely monitored by staff who ensure appropriate safeguards are in place. This includes a regular review of devices and clear boundaries linked to the amount of time spent online.

The child has been supported to develop a routine and is currently educated by a home tutor. The manager has recognised that this is not a suitable long-term plan for the child and has advocated effectively on their behalf. This has facilitated a full review of their education, health and care plan with a view to identifying an appropriate alternative provision. Gaps in the child's education are recognised by staff in the home. Consequently, staff deliver additional key work linked to literacy, numeracy and life skills.

Staff are proud of the child's progress. They record positive comments and reflections about the child every day and they speak fondly of the child. Positive reinforcement from the staff team has helped the child build their self-esteem.

The child's time with their family is sensitively supported, which allows them to maintain family relationships and a sense of identity. Family members have positive relationships with staff and spoke of strong communication provided by the staff.

The child's health needs are broadly met. The child is supported by staff to attend specialist health appointments and have regular reviews with the looked-after children's nurse. Despite this, an immunisation and a dental appointment are overdue.

The child enjoys a nutritious diet. They contribute to meal planning and are encouraged to explore different foods and cuisines. The child also enjoys visiting restaurants with staff, which has supported them to build their confidence in community settings.

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

Staff safeguard children. They access detailed risk assessments and care plans that are updated regularly. These assessments are created with involvement from the placing authority and partner agencies. This ensures that plans devised by the home and local authority are in alignment.

Physical intervention is viewed by staff as a last resort. Children and staff receive support from managers after incidents to reflect on what has happened. Managers evaluate incidents and update children's behaviour support plans. If there are a series of incidents, the manager completes wider analysis to explore if there are systemic difficulties. This helps staff apply de-escalation techniques that are in line with the child's needs.

After incidents occur, restorative approaches are applied. This supports the child to understand the impact of their actions and identify ways that incidents can be avoided in the future.

Children benefit from strengths-based, child-centred key-work sessions. These sessions help children discuss the challenges they face with their carers. In response, staff receive training tailored to the specific needs of children. This training includes targeted sessions focused on recognising adverse childhood experiences, internet safety and neurodivergence.

There have been no incidents of the child going missing from home since the last inspection.

The effectiveness of leaders and managers: good

The registered manager is an experienced and effective leader who has secured the respect of staff, children and partner agencies. She leads by example, with a clear focus on securing positive outcomes for children.

The staff team benefits from a mix of experienced and newer staff. Staffing arrangements ensure a balanced team with consideration given to experience, gender, and skills.

Staff are flexible to meet the care needs of the child. If staff are unavailable due to sickness, colleagues will step in. Consequently, consistency of care is maintained.

There are appropriate systems in place to monitor and drive improvement. The registered manager responds effectively to recommendations made by the independent person and ensures that all documentation is up to date and consistently reviewed.

Supervision and team meetings are held regularly and support reflective practice. Staff value these opportunities and report positive levels of morale. Staff are supported and encouraged to complete their vocational qualifications in residential childcare; however, some staff have not completed them within the required time frame.

The home has a positive team culture and a shared commitment to delivering care that is child focused.

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
The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being. (Regulation 10 (1)(a)(b)) Specifically, the responsible person must ensure that immunisations and dental check-ups are completed within the correct time frame.	28 August 2026
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. the registered person may only— employ an individual to work at the children's home; if the individual satisfies the requirements in paragraph (3). The requirements are that— the individual has the appropriate experience, qualification and skills for the work that the individual is to perform. For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma.	28 December 2026

The relevant date is—

in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or

in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016.
(Regulation 32 (1) (2)(a) (3)(b) (4)(a)(5)(a)(b))

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: SC022442

Provision sub-type: Children's home

Registered provider: PIC Children's Services

Registered provider address: 6 Cowley Hill Lane, St. Helens WA10 2AB

Responsible individual: Mark Fletcher

Registered manager: Kellie Fletcher

Inspector

Jon Dutton, Social Care Inspector

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