

SC025420

Registered provider: Quality Protects Children Ltd

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned and provides care for up to 6 children who may experience social and emotional difficulties.

At the time of this inspection, 5 children were living at the home. The inspector spoke with 4 children during the inspection.

The manager registered with Ofsted in June 2019.

Inspection date: 18 March 2026

Date of last inspection: 21 January 2025

Judgement at last inspection: good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspectors evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Children discussed their positive experiences of living in the home. They spoke openly about their education and the activities they regularly take part in, such as swimming, playing football, dining out with staff, and shopping for clothes and personal items.

The home is well maintained and furnished. Children were observed relaxing at home, eating lunch together and having positive interactions with staff. Overall, the children spoke positively about their home environment. One child had a complaint about the doors being painted white, which took place following the last inspection. One minor repair was identified during the inspection, and the issue was raised with the manager.

All children are accessing education. Recently, three children have achieved exam results, demonstrating their progress. Two children enjoy music and have spoken about forming a band. One child would like to go to a music college, and another child spoke to the inspector about their aspirations to become a barber.

Children are registered with universal health services, and their health needs are met. Additionally, the manager and the staff team have liaised with specialist counselling services to ensure that the correct support is provided to children to help them understand their lived experiences in a trauma-informed way.

The staff team promotes family time in line with children's individual plans. This enables children to remain in contact with the people who mean the most to them. When children share their wishes and feelings about family time arrangements, staff take a considered approach and ensure that their views are represented.

Staff positively promote children's religious and cultural needs. During the inspection, staff were supporting children with Ramadan, and the children were excited to celebrate Eid. When children wish to explore aspects of their identity, staff support this in a safe and sensitive manner. These inclusive practices help children trust adults who are caring for them and mean that children are being provided with advice and support to help them make informed decisions about their future.

Since the last inspection, the manager has reviewed and updated children's risk management plans to reflect their needs and behaviours, and there has been a reduction in serious incidents overall.

When serious incidents occur, leaders and managers provide clear oversight, and debriefs and reflective learning now take place. However, leaders and managers

have not always identified when records could provide more detail and accuracy about the event and how this affects children's overall experiences of care.

When children go missing from home, staff follow protocols and the correct reporting procedures. Staff carry out debriefs with children on their return home to understand the reasons why they went missing, and this information is shared with children's social workers and informs children's plans.

Incidents in the home have reduced since the last inspection. Staff are more confident in de-escalating situations. When physical intervention has been necessary to safeguard and protect children and others, it has been reasonable and proportionate.

Staff spoken to during the inspection were clear on safeguarding policies and procedures. They were able to confidently talk through the whistleblowing procedure and the action they would take if a child made an allegation against a member of staff. Staff are confident that leaders and managers would take effective action in the event of a safeguarding concern arising.

The manager is supported by an experienced deputy manager. Together, they share a strong commitment to ensuring sustained outcomes for children, which positively influences the care the staff provide. Team members report a strong teamwork ethic despite recent staffing changes, and these changes have not affected children's care.

Since the last inspection, the manager has focused on children's participation. She is a strong advocate for representing children's views when they do not feel confident doing so, and she ensures that they have fair access to services and support.

Internal monitoring has improved; however, not all staff have received training in relation to strengthening the knowledge base of children's lived experiences who are seeking sanctuary. Additionally, variations in the quality of recording mean that some documents do not always provide a full reflection of what has taken place or which member of staff has recorded the information.

Staff receive regular supervision and annual appraisals, although the quality of recording in these documents varies. The manager and deputy manager were receptive to a discussion about this during the inspection.

During the inspection, the inspectors spoke with staff members who are new to the home. New staff confirmed they received a thorough induction and said they are subject to regular probation reviews to assess their progress and professional development to ensure that they have the skills required to care for children.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/01/2025	Full	Good
30/05/2023	Full	Good
14/06/2022	Full	Good
16/12/2021	Interim	Sustained effectiveness

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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— 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; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home's workforce provides continuity of care to each child; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(c)(e)(h)) Specifically, the registered person must ensure that staff have the relevant skills, knowledge and expertise to care for children who are seeking sanctuary. Additionally, the registered person must ensure that staff are consistent when recording information about children in their daily plans and that these recordings are a full reflection of the child's experiences.	17 April 2026

Recommendation

- The registered person should acknowledge the importance of understanding and responding to the children's lived experiences, such as the use of trauma-informed language and embedding of the PACE model of care throughout all children's documentation. ('Guide to the Children's Homes Regulations, including the quality standards', page 21, paragraph 4.3)

Children's home details

Unique reference number: SC025420

Provision sub-type: Children's home

Registered provider: Quality Protects Children Ltd

Registered provider address: Hill House, Archway Road, Huyton, Liverpool L36 9XB

Responsible individual: Anthony Nolan

Registered manager: Mellissa Gittens

Inspectors

Michelle Greenhalgh, Social Care Inspector
Nicola Rutherford, Social Care Inspector

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