

SC025420

Registered provider: Quality Protects Children Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned children's home.

It is registered to provide care for up to six children with social and emotional difficulties.

Five children were living at the home at the time of the inspection.

The manager has been registered with Ofsted since June 2019.

Inspection dates: 20 and 21 January 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: 30 May 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/05/2023	Full	Good
14/06/2022	Full	Good
16/12/2021	Interim	Sustained effectiveness
06/07/2021	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Children living in the home say they are happy and well cared for. The children are cared for by a stable and diverse staff team who are nurturing and empathic in their approach. The home promotes a strong sense of stability and belonging for the children. As a result, children make good progress.

Children are welcomed into the home sensitively. Careful planning for children moving into the home means that they develop positive relationships with staff and other children. Staff spend time getting to know the children when they move in. The sensitivity and support provided to the children's diverse cultural and religious needs is a key strength of the home. Managers and staff are knowledgeable and experienced in supporting children who have recently moved from overseas. Strong links with local agencies and organisations means that children are provided with the support to meet their diverse needs.

Staff support children to move on from the home in a well-planned way. Children maintain relationships with the staff and children when they move on. Children who have moved on from the home speak highly of their experiences in the home.

Staff promote positive relationships between the children living in the home. Children spend meaningful time together. They learn and understand each other's cultures and backgrounds. This supports children to overcome prejudices and develop empathy for others. As a result, children develop good relationships with each other.

Staff have high aspirations for children's education. The children have access to an on-site school. This helps children to re-engage with education following periods of non-attendance. Children are supported to access learning in line with their needs and abilities. Bespoke education plans mean that children learn at a pace that suits their needs. As a result, children make good progress in education. One child has recently moved on to university after achieving good outcomes at college.

Staff recognise the importance of family links and relationships for children. When relationships with family have broken down due to children travelling overseas, staff provide opportunities through external agencies and organisations to trace and reconnect with family members.

The home is spacious. There is ample room for the children to spend time together or alone. Children benefit from access to a designated gym area with equipment and space for them to practice their sporting hobbies. However, some areas of the home need attention. Repairs to damage in the home and to children's furniture has not been rectified in a timely way and the home would benefit from redecoration. Children also need further support to maintain cleanliness of their bedrooms.

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

Staff spend time getting to know children. As a result, they develop positive relationships with children and know them well. They understand the children's individual needs and vulnerabilities. As a result, children's risks are managed effectively.

Staff manage incidents of challenging behaviour well. Positive behaviour is promoted using a restorative approach. Staff spend time with children following incidents to reflect on their behaviour and the impact this may have on others. Staff understand and recognise how the children's emotional needs impact on their behaviour. This means staff are able to support children to manage their emotions more effectively. However, records are not always updated with relevant information following incidents.

Incidents of physically holding children are managed well. Physical intervention is used as a last resort to safeguard children and others. Strong relationships between staff and children help to de-escalate challenging behaviour.

Staff manage the children's relationships with each other well. When issues do arise between the children, staff take prompt action to de-escalate situations and safeguard all involved appropriately. Children are provided with opportunities to address and discuss issues with their peers safely.

Staff and managers are proactive in their approach to safeguarding children. Allegations from children are investigated swiftly and plans are implemented to keep children safe. When children go missing from the home, staff take action to locate children in a timely way. For children who are missing from the home for prolonged periods of time, staff work in partnership with professionals and agencies to ensure that there is a collaborative approach to locating them.

The manager works in close collaboration with professionals and external agencies to manage and minimise risks for the children and others. Prompt action is taken to address new or emerging concerns. Plans to safeguard children are effective.

The effectiveness of leaders and managers: good

The home is managed by an experienced and enthusiastic registered manager who knows the children well. She is passionate and ambitious in ensuring that children are provided with good levels of care. The manager has high aspirations for the children and high expectations of her staff team. She is a strong advocate for the children to ensure their needs are met and they receive the level of care they are entitled to from external agencies and professionals.

The manager has good oversight of the home, and the care children receive. Detailed development plans help the manager to monitor the quality of care and identify any areas for improvement. However, the recording of her evaluation of care is not always

evident in the child's records. Furthermore, action has not been taken by the manager to obtain local authority documents in a timely manner.

Staff say that they benefit from regular supervision and reflective team meetings. Staff speak highly of the manager and the support she provides. Staff are provided with opportunities to reflect on their practice and are supported to identify any areas for development. The manager promotes the development of her staff team and they have opportunities to progress in their roles.

Training opportunities for the staff are good. The manager is proactive in seeking out new areas of learning. As a result, children are cared for by a well-trained staff team who are knowledgeable in topics relevant to children's needs. Guest speakers and external professionals deliver workshops within team meetings which provide specialist knowledge on the specific needs of the children.

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, 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 registered person must maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry. (Regulation 36(1)(a)(b)(c)) Specifically, children's records should be updated following incidents.	18 March 2025
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— understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13(1)(a)(b)(2)(f)(g)(h))	18 March 2025

Specifically, leaders and managers must ensure that there is oversight and evaluation of the children's records.	
The quality and purpose of care standard is that children receive care from staff who— provide to children living in the home the physical necessities they need in order to live there comfortably; ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; (Regulation 6 (2)(vii)(c)(i)) Specifically, the registered person should ensure that furniture is replaced when damaged in children's bedrooms, and that areas of the home are redecorated. Ensure children are supported to maintain cleanliness in their bedrooms.	18 March 2025
In meeting the quality standards, the registered person must, and must ensure that staff— if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5(c)). Specifically, that the registered person ensures that they have up-to-date copies of children's local authority documents and plans.	18 March 2025

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: SC025420

Provision sub-type: Children's home

Registered provider: Quality Protects Children Limited

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

Responsible individual: Anthony Nolan

Registered manager: Mellissa Gittens

Inspector(s)

Claire Hobbs, social care inspector
Hayley Smith, social care inspector

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