

SC042950

Registered provider: Lincolnshire County Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and operated by a local authority. It is registered to provide care for up to six children with social and emotional difficulties. The home's aim is to provide a safe, nurturing and homely environment.

The registered manager has been in post since 2023.

At the time of this inspection, six children were living at the home. Five children were able to provide feedback as part of the inspection.

Inspection dates: 22 and 23 September 2025

Overall experiences and progress of children and young people, taking into account	outstanding
---	--------------------

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

The effectiveness of leaders and managers	outstanding
---	-------------

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: 10 July 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/07/2024	Full	Good
26/06/2023	Full	Requires improvement to be good
18/10/2022	Full	Good
09/12/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children make exceptional progress from their individual starting points. This progress is strongly supported by the positive, trusting relationships they build with staff. Staff know the children well and provide consistent emotional support, which helps them feel safe and valued. As a result, children are happy and settled in their home.

Staff know the children well and hold aspirational expectations for them. They focus not only on meeting children's current needs in individual and creative ways, but also on preparing them for the future. Staff support children to develop the skills and confidence they need when moving on. This is demonstrated by children now accessing respite foster care and having clear plans in place for one child to return home to their family.

Feedback from professionals and families is overwhelmingly positive about the care and support that children receive. They consistently recognise that children's voices are central to their care. Children are listened to and are supported to make choices about their lives. Families and professionals report that children are making significant progress as a result. One professional commented that a child, 'now has the ability to thrive and achieve due to the support they have received from [name of children's home]'.

Preparation for one child's move towards semi-independence was carefully planned and sensitively managed. Staff supported them to develop the essential practical skills needed for this next stage in life, while also helping to prepare emotionally. The team recognised the child's worries and anxieties and provided them with tools and strategies to manage these feelings. As a result, the move was positive and well supported. Ongoing contact and guidance from the manager and staff have continued after the child moved on, ensuring that they still feel supported and connected.

Children's voices are regularly captured and listened to in creative and meaningful ways. This is particularly evident for one child who initially found it difficult to express their views and feelings due to their individual needs. Staff explored innovative and personalised approaches, enabling the child to communicate through letters, journals and written messages. One staff member explained, 'we allowed them to have their voice and have it heard, in a way they needed it to be'.

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

The use of physical intervention has significantly reduced and is only ever used as a last resort to ensure children's safety. For example, one child who previously experienced multiple supine restraints, has not required any physical intervention since last year. The team has engaged in reflective practice to better understand children's feelings and emotions, helping them to develop their own coping strategies and break the cycle that previously led to physical interventions. Staff consistently use de-escalation techniques

and therapeutic approaches, with a strong focus on providing individualised support tailored to each child's needs.

Allegation procedures are followed robustly to ensure the safety and protection of children. Professionals are informed immediately, and prompt action is taken in response. Staff and the manager demonstrate a strong commitment to safeguarding, showing that even in challenging circumstances, such as when a colleague is involved, they will act decisively to keep children safe. Investigations are thorough, and learning from these is embedded into practice. Throughout the process, the child's voice remains central to decision-making and the actions taken.

Missing-from-home incidents have significantly reduced and are now rare. When children have gone missing from their home, staff have taken appropriate action in line with each child's individual plan to ensure their safety and swift return. Following any incident, there is a strong focus on reflection and emotional support, helping children to explore how they are feeling and why the incident occurred. This approach has contributed to the continued reduction in episodes of going missing from home.

Where medication errors have occurred, the registered manager and staff have responded promptly and effectively, demonstrating a clear commitment to learning and reflection. Staff engage in thorough review and discussion following any incident, which has strengthened practice and reduced the likelihood of recurrence. As a result, medication errors are rare within the home, reflecting a culture of vigilance and ongoing professional development.

There have been no complaints recorded or reported. Children demonstrate a clear understanding of how to raise concerns, and their views are consistently sought and valued. Staff actively listen to children, ensuring their voices are heard and influence day-to-day decisions and the development of the home.

The effectiveness of leaders and managers: outstanding

The manager has established a culture of high aspiration and positivity within the home. There are clear and consistent expectations that staff will continually develop their practice to positively impact the lives of the children in their care. This commitment to improvement underpins the staff team's dedication to achieving the best possible outcomes for children.

Staff report feeling well supported by the manager, reflecting the consistent high regard for her dedication to both the team and the children. One member of staff commented, 'Her leadership has been nothing short of amazing. She leads with compassion, consistency, and genuine dedication not just to the young people but to every member of the team.' This feedback demonstrates the positive impact of strong, compassionate leadership on staff morale and the quality of care provided to children.

The manager demonstrates a strong understanding of the importance of staff well-being and actively role models the care and support systems required. This approach enables

staff to reflect these practices in the care they provide, promoting a nurturing and consistent environment for children. In addition, close working relationships with professionals and families further enhance consistency, ensuring a high level of communication and coordinated care for children.

Training and development are prioritised to ensure staff are equipped to meet the needs of children. The manager adopts innovative and creative approaches, informed by research and proactive practice. This is to ensure staff receive appropriate training and develop the skills necessary to provide high quality, personalised care to children.

The manager and staff actively use research and reflective practice to enhance the support provided to children. They carefully explore each child's journey at the home, considering how experiences can inform improvements in care. This approach ensures that lessons are learned and applied, helping to tailor support to each child's individual needs and promote positive outcomes.

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: SC042950

Provision sub-type: Children's home

Registered provider: Lincolnshire County Council

Registered provider address: County Offices, Newland, Lincoln LN1 1YL

Responsible individual: Tara Jones

Registered manager: Gemma Benson

Inspector

Eleanor Quanbrough, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2025