

SC065780

Registered provider: Milestones Care Homes Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private company. It provides care for up to 3 children who may experience social and emotional difficulties.

At the time of this inspection, 3 children were living at the home. The inspector observed 2 children.

The manager has applied to dual register with Ofsted. He was not present during the inspection.

Inspection date: 5 February 2026

Date of last inspection: 16 September 2025

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

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

The inspector has 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.

Since the last inspection, no children have moved in or out of the home. Children benefit from stable placements and have positive relationships with each other. This stability gives them consistency and a strong sense of belonging.

Children attend school regularly and are making progress from their starting points. When children face barriers to learning, staff work with children to help them understand the value and importance of education.

Children's friends are welcomed into the home. They take part in a range of fun and enjoyable activities, including attending sports clubs and youth clubs. Children also have opportunities to share their views and feelings at local authority events. This supports children to develop greater confidence, improve their social skills and spend time with people who are important to them.

The home environment requires improvement. Leaders and managers are in the process of modernising the home; however, progress has been limited. In addition, some areas of the home are not cleaned to an acceptable standard. This does not help children to develop a sense of pride in their home.

Staff speak confidently about their safeguarding responsibilities and know how to report concerns. They know the children well and talk with them about any worries they may have. This is supported by detailed risk management plans, which provide clear guidance for staff to follow.

The manager ensures that appropriate referrals are made when emerging risks arise for children. Staff support children to attend health appointments and work effectively with other agencies. As a result, children have access to the specialist services they need.

The manager ensures that the appropriate referrals are completed when emerging risks arise for children. Staff support children to attend health appointments and work effectively with other agencies. As a result, children have access to specialised services they need to meet their needs.

The manager is new to the home. He is currently the registered manager for another home within the company. One staff said, 'The manager has brought a fresh set of eyes, and a new perspective.'

The manager has monitoring systems in place to review the quality of care in the home. However, these systems are not always effective. For example, maintenance of fire extinguishers has not been completed in a timely manner. In addition, some

staff training has expired, and staff have not received specific training on substance misuse.

Two requirements raised at the last inspection have been met. Two requirements have been reinstated.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/09/2025	Full	Requires improvement to be good
23/04/2024	Full	Requires improvement to be good
03/05/2023	Full	Good
26/07/2022	Full	Good

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— ensure that staff have the experience, qualifications and skills to meet the needs of each child; 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; demonstrate that practice in the home is informed and improved by taking into account and acting on— research and developments in relation to the ways in which the needs of children are best met; and feedback on the experiences of children, including complaints received; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. Regulation 13 (1)(a)(b) (2)(c)(f)(g)(i)(ii)(h)) This relates specifically to the registered person ensuring that they have effective systems in place to monitor and review the quality of care and wellbeing of children.	23 March 2026

Furthermore, this relates to the registered person ensuring they receive feedback in respect of the quality of care children receive. This further relates to the registered person ensuring that staff have the appropriate training. This requirement was made at the last inspection and is restated.	
The quality and purpose of care standard is that children receive care from staff who— understand the children’s home’s overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children’s needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; and enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b) (2)(c)(i)(ii)) In particular, ensure that the home is decorated to a good standard throughout. This requirement was made at the last inspection and is restated.	23 March 2026
After consultation with the fire and rescue authority, the registered person must— take adequate precautions against the risk of fire, including the provision of suitable fire equipment in the children’s home. (Regulation 25 (1)(a)) In particular, the registered person must ensure that corrective action in respect of fire extinguishers is undertaken in a timely manner.	23 March 2026

Children's home details

Unique reference number: SC065780

Provision sub-type: Children's home

Registered provider: Milestones Care Homes Limited

Registered provider address: 5 Fletcher Close, Wirral, Cheshire CH49 5PH

Responsible individual: Mark Armstrong

Registered manager: Post vacant

Inspector

Kitty Wiper, Social Care Inspector

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