

SC067810

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 up to seven children with social and emotional difficulties.

The home was registered with Ofsted in 2006, and the manager registered in 2017. The registered manager is suitably qualified and manages another children's home in the organisation.

At the time of this inspection, five children were living at the home. Three children contributed their views to the inspection.

Inspection dates: 8 and 9 October 2025

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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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: 1 October 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/10/2024	Full	Outstanding
28/02/2024	Full	Good
28/02/2023	Full	Good
04/08/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children have extremely positive experiences in this home. Staff's love and commitment to children is a real strength of this home.

Children are encouraged to express their wishes and feelings, and their individual personalities are celebrated. Staff know the children well and are adept at making children feel safe and secure in the home. As a result, children tend to live in the home for the long term and do not want to leave. Staff also maintain relationships with children who have left the home, being part of major transitions in children's lives, including the birth of their children. One child said about a staff member, 'I was going to leave but she was so nice.' Another child said, 'I like that we do a lot of things we have movie nights. And we go out a lot like a family.'

The home environment is beautifully decorated, creating a feeling of sanctuary and calm. Great care has been taken to provide a warm and welcoming atmosphere, with one professional stating that, 'It feels like a family home.' The home has a games room which is well utilised by the children. Children's rooms are beautifully decorated. One child expressed pride at how beautiful the home is and likes bringing their friends to visit the home. This conveys a sense of value and pride to the children who live in the home.

Children feel safe and happy in this home. Staff understand children and are respectful of their individual needs. Staff understand the impact of trauma on children and when children are distressed, they respond with compassion. Staff are supported in their role by therapeutically-informed behaviour support plans that are regularly updated, ensuring staff have the most up-to-date information about children and are attuned to their needs. Children know that staff listen to them, and this has led to them confidently expressing their wishes and feelings. There is a sense of joy in the home with staff and children engaging in playful relaxed banter.

When children move to the home they are warmly welcomed. Staff understand how difficult this can be and support children to engage with other children in the home at a pace that is comfortable for them. Staff ensure that the impact on each child is fully considered, and this ensures moves to and from the home are well managed.

Children have made exceptional progress from their starting points in their educational attainment. Children who have not been in education and training prior to coming to the home are now attending school and colleges. Staff encourage aspirations in the children and help them build confidence in their ability to learn a skill and do well in education. Children's educational achievements are celebrated, and they are encouraged by the creative use of incentives and rewards to continue to achieve goals, and to achieve life and social skills that will benefit their futures. The longer children live in this home, the more confident and aspirational they become.

Children engage in a wide range of activities in the home and the community, ensuring they have an enjoyable time while living in the home. Recent events include a Sip and Paint Day and travelling to amusement parks. There is an activity coordinator who encourages children's engagement in activities of interest to them.

Another strength of this home is the positive relationships with external professionals. Social workers and schools report that the support that staff offer to children is exceptional and children's lives have been transformed because of the care they receive. One professional said, 'I wouldn't just say the service is outstanding — I would say it's awesome. The care, consistency, and genuine affection shown go far beyond expectations, and it's clear that this is a home where children are not only safe, but truly valued.'

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

Staff support children to understand the risks they face. Risk-management plans include detailed histories to facilitate the understanding of children's vulnerabilities. Stay safe plans are put in place for children who may be at risk of exploitation. Staff work collaboratively with children who have greater autonomy, so that there is agreement on what actions they will take to stay safe, including keeping staff up to date on their whereabouts. Risk-management plans contain practical strategies to support staff in keeping children safe. This ensures all members of staff can follow these plans and provide consistent support to children. Consequently, children are safeguarded and well supported.

One-to-one discussions with children take place regularly and are planned. A wide range of topics, including how children can stay safe, domestic abuse and mental illness are addressed. Children engage well and receive support from staff to explore issues that concern them. This is due to meaningful relationships between children and staff which support trust and safety. Children are able to discuss how they feel. Goals are set which promote positive behaviour and staff support children's steady progress.

Missing-from-home incidents have significantly reduced. Children, who prior to living at the home regularly went missing, are now settled in the home. Staff ensure that children who are at risk of going missing have a detailed safety plan in addition to following missing protocols. This supports them in taking actions which ensure children are located quickly. Safety plans are therapeutically informed, and children are able to access the in-house therapist. This supports children to process their emotions in a healthy way and to make more positive choices.

Staff are professionally curious about children's lives and take note of information they share about friends, associates and interests. This ensures a more effective response when children go missing from the home. Children are also supported to keep themselves safe in the community. Partner agencies feel confident in the home's ability to safeguard children and work in partnership with them to improve children's safety outcomes. An exploitation lead said, 'I think you and your staff make such an incredible difference.'

When incidents occur, staff respond well, ensuring children are supported to express their feelings in a safe way. Staff use de-escalation techniques and restraint is rarely used. Leaders ensure discussions take place with children to support their choices and positive decision-making. Staff receive debriefs and management oversight provides valuable insight into how practice can be improved.

The effectiveness of leaders and managers: outstanding

Leaders and managers have a workforce-development plan that demonstrates how staff are supported, developed and trained to work effectively with children.

The registered manager is keen to embed trauma-informed practice in the home. The therapeutic thread runs through all care planning to ensure there is a consistent caring therapeutically-informed approach when addressing the risks children face.

The registered manager is experienced and adept at establishing trusting relationships with children that supports their stability. They encourage and demonstrate love and warmth towards children that promotes their sense of security and well-being.

Training provided to staff is comprehensive and in line with the needs of the children they care for. Staff receive a thorough induction and training is regularly updated. This ensures staff are confident in supporting children.

Staff benefit from formal and clinical supervision. Supervision is child focused, and training needs are supported by the registered manager to ensure staff are skilled in supporting children with complex needs. Staff feel they are well supported, and morale is high among the staff team. Staff are encouraged to professionally develop, and several members of staff are enrolled on leadership training.

Leaders and managers are therapeutically trained and support the staff in understanding the needs of children. Empathy is at the core of their therapeutic model, and this is seen in the care given to the children and how children are responded to when they are upset.

The registered manager has developed good relationships with partner agencies. This has encouraged bespoke planning for children, for example, teachers who visit the home to encourage children to attend school. Responsiveness to children in need is increased due to these effective relationships. As a result, unique innovative strategies have been developed to support children's progress. Children receive consistent care across school, health and the home that supports their steady progress.

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: SC067810

Provision sub-type: Children's home

Registered manager: Michelle Nicholson

Inspector

Angela Reid, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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