

SC356929

Registered provider: Quality Protects Children Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private organisation. It provides care for up to three children who may experience social and emotional difficulties.

The manager registered with Ofsted in August 2021.

Inspection dates: 27 and 28 May 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: 19 February 2025

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/02/2025	Full	Requires improvement to be good
27/09/2023	Full	Good
28/06/2022	Full	Requires improvement to be good
29/09/2021	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of the inspection, there were three children living in the home. One child was moving out during the inspection to return to live with family members. Another child has moved out of the home since the last inspection. Three of the four children who live or have lived at the home spoke about their experiences of their time at the home. These were mainly positive, and all discussed their own progress made while living there.

Managers and staff know the children well and respond to their individual needs. One professional said, 'They know [name of child] so well; they know their behaviour and have a good insight on how to support them.'

Staff undertake additional training when children have complex health needs. This ensures that staff are provided with the knowledge and guidance to support the child effectively. Children are supported to attend routine health appointments, and their health needs are being met.

Children recently went on holiday where one child told the inspector, 'I learnt something new, and I faced one of my fears.' Children are encouraged to take part in a wide range of activities, and their interests are supported. For one child, this has included gymnastics and swimming lessons weekly.

Children moving into the home are supported to do so in a planned way. Detailed assessments are completed so that the children's needs can be understood and to consider if staff have the skills to meet those needs. However, for one child who came to live at the home on an emergency basis, the relevant information was not shared by the placing authority. This meant that the child's needs and risks were not known to staff in the home. This was being challenged during the inspection by leaders and the manager.

Children benefit from independence planning. Children are supported with practical independence skills, such as cooking, cleaning, and budgeting. They also benefit from regular consultation about their future arrangements to prepare them for their next steps. However, children identified that they were not mentally prepared to move from the home and would benefit from further support in this area. In addition, children take their independence documents with them. This meant some of the records, for children who had moved out of the home, were not available.

The home has had areas of redecoration and is presented to a good standard throughout. Children's bedrooms are personalised to their taste and with what is important to them, such as photos of their family, arts and crafts and soft toys.

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

Children have strong relationships with the staff team. Both children and staff regularly seek each other out to discuss any concerns children have. Children say that they feel safe, secure, and cared for.

Children's risk assessments have been reviewed and now contain clear guidance and strategies for staff when supporting and managing children's behaviours. As a result, risks to children have reduced.

Staff manage incidents more effectively. Staff use therapeutic and nurturing approaches to support children when they are distressed. However, there has been one occasion where the police were involved in managing a child's behaviour. Staff work closely with agencies such as the youth justice service to prevent children from being criminalised. Staff take time to discuss the issue with the child and give them guidance and strategies to help prevent similar issues reoccurring in the future.

Incidents of children being missing from the home have reduced. When they do occur, staff look for children and liaise with safeguarding professionals to locate them. Plans are in place that provide guidance for staff to follow if children are missing from the home.

There have been incidents where staff have held children to keep them safe. Physical holds are used as a last resort to keep children and others safe. The manager has had oversight of all incidents where children have been held.

When children are distressed, staff attempt to ensure there is minimal impact on other children witnessing this. However, children said they do not like witnessing this behaviour, and this impacts their relationship with other children. A recommendation is made to improve this situation.

The effectiveness of leaders and managers: good

There is a suitably qualified and experienced manager leading the home. The manager is supported by a deputy manager. They both know the children well and demonstrate a good knowledge of their needs. This is embedded in the staff team's knowledge and practice.

The manager has developed a consistent and caring staff team. The staff team remains as it was at the last inspection, providing consistent care to the children. Staff feedback is that all feel well supported by leaders and managers in the organisation.

Team meetings take place regularly and are child focused and informative for staff.

Staff attend training that meets the needs of the children in their care. This means that children are cared for by a skilled and knowledgeable staff team.

The manager has taken action to address the requirements identified at the last inspection. They have implemented monitoring and review systems to provide oversight of the children's progress. When there is a lack of information from children's placing authorities, leaders and managers escalate their concerns. At the time of the inspection, this was ongoing.

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 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. Case records must be kept— in a secure place after the child has ceased to be accommodated in the home. (Regulation 36 (1)(a) (2)(d)) Specifically, the manager must ensure that children's documents are stored safely and are accessible.	23 July 2025

Recommendations

- The registered person should ensure that placing authorities are consistently challenged when there are delays in providing relevant plans for children to contribute to effective care planning. ('Guide to the Children's Homes Regulations, including the quality standards,' page 12, paragraph 2.8)
- The registered person should ensure that staff help each child to prepare for any moves from the home, whether they are returning home, moving to another placement or adult care, or to live independently. This includes supporting the child to develop emotional and mental resilience to cope without the home's support and, where the child is moving to live independently, practical skills such as cooking, housework, budgeting, and personal self-care. ('Guide to the Children's Homes Regulations, including the quality standards,' page 17, paragraph 3.27)
- The registered person should support children in building positive relationships with each other and help children develop skills to have positive relationships with others, both inside and outside of the home. ('Guide to the Children's Homes Regulations, including the quality standards,' page 38, paragraph 8.6)

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: SC356929

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: Audrey Eccleston

Inspector

Nicola Rutherford, Social Care Regulatory 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
W: www.gov.uk/ofsted

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