

SC400355

Registered provider: Social Care Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private provider. It provides care for up to three children who may have social and emotional difficulties.

There were two children living in the home at the time of the inspection. One child spoke to the inspector about their experience of living in the home.

The manager registered with Ofsted on 14 November 2017.

Inspection dates: 22 and 23 July 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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 20 August 2024

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
20/08/2024	Full	Requires improvement to be good
21/06/2023	Full	Good
09/08/2022	Full	Requires improvement to be good
15/03/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Two children have lived in the home since the last inspection. They have been supported to develop positive relationships with staff. One child spoke of being happy in the home and not wanting to leave.

Education continues to be a challenge for children. Staff have remained consistent to support children, and there has been some improvement in attendance. One child has now completed their GCSE exams and has secured a place at a local college.

Staff use positive praise to reinforce children's behaviour, and their achievements are celebrated.

Children's health needs are well met. There is evidence of positive multi-agency working to support children with their emotional well-being, and both children are up to date with medical appointments.

Children are encouraged to engage in activities, join groups and develop hobbies and interests. The staff encourage activities as a 'family', and children have enjoyed hikes, pamper nights and pool tournaments together.

Children are supported to spend time with people who are important to them. Staff work hard to maintain relationships with family members who are opposed to professionals.

The home is in need of modernising and is not a homely space for children. The kitchen is in need of refurbishment, and children felt overall that their home was dull and lacked personalisation.

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

Children said they feel listened to and are confident to raise worries and concerns. There has been one complaint since the last inspection; the manager has addressed this and included the child in the process.

Incidents of children going missing from home do not occur frequently. When children do go missing from home, staff respond appropriately and follow each child's missing-from-home plan. Following their safe return, children are encouraged and supported to speak with external professionals.

Children are helped to understand how to keep safe. Direct work sessions and informal chats are undertaken with children regularly about important topics specific to their individual needs and following incidents.

Children's risk plans are regularly updated and reviewed; however, they do not always accurately reflect the risks and vulnerabilities for children or provide clear guidance for staff to follow to keep children safe. This was a requirement at the last inspection and has been restated.

Behaviour management is positive, and children are supported to develop strategies to manage their feelings and emotions. Consequently, there has not been a need to hold children to keep them safe.

Consequences issued to children in response to behaviour are not always clear or recorded as required by regulation. Consequently, repeated consequences lack management scrutiny and have not been evaluated for their effectiveness.

When significant incidents have occurred in the home, the manager has not reported these as required by regulation. This limits the regulator's oversight of practice in the home. A requirement has been given regarding this.

The effectiveness of leaders and managers: requires improvement to be good

The home is led by an experienced and qualified manager who is committed to improving outcomes for children.

Professionals speak highly of the care that children receive and the progress that they have made.

The manager's monitoring and review systems are not effective. The manager's oversight does not always identify gaps in recording or act on shortfalls that will improve staff practice and the support provided to children.

Some children's records do not include their most recent statutory documents, including care plans, looked-after children medical reports and education, health and care plans. Leaders and managers had not identified that some plans were missing and had not escalated requests for other documents in a timely way.

Leaders and managers do not always advocate for children. A decision had been made for one child to move out of the home into semi-independent living. The child had shared she did not wish to leave; however, the manager was unable to demonstrate that he had challenged the decision or advocated on the child's behalf.

Staff are supported through regular supervision and team meetings and spoke positively about the support they receive from the manager.

Not all staff are up to date with training, and the manager has not ensured that staff have completed training specific to children's individual needs, such as LGBTQ and fire awareness training.

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child. (Regulation 12 (1) (2)(a)(i)) Specifically, the registered person must ensure that children's risk plans provide staff with clear guidance to keep children safe. This requirement was made at the last inspection and is restated.	2 September 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— 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	2 September 2025

and use this understanding to inform the development of the quality of care provided in the home; 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)(h)) Specifically, the registered person must ensure that all staff have completed training specific to children's individual needs. The registered person must ensure they have oversight of all work being completed and that work is evaluated to establish patterns and trends and identify areas of learning in order to make continuous improvements.	
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the name of the person who used the measure ("the user"), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and has signed the record to confirm it is accurate; and	2 September 2025

within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (a)(i)(ii)(iii)(iv)(v)(vi)(vii)(b)(i)(ii)(c)) Specifically, the registered person must ensure that any consequences implemented to keep children safe or in response to their behaviour are clearly evaluated for effectiveness.	
In meeting the quality standards, the registered person must, and must ensure that staff— seek to involve each child’s placing authority effectively in the child’s care, in accordance with the child’s relevant plans; seek to secure the input and services required to meet each child’s needs; 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 (a)(b)(c)) Specifically, the registered person must ensure that they advocate for children and that professionals are challenged when decisions are not made in the best interests of children.	2 September 2025
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, the registered person must ensure that children have the relevant statutory documentation to inform their care.	2 September 2025
The registered person must notify HMCI and each other relevant person without delay if—	2 September 2025

there is any other incident relating to a child which the registered person considers to be serious.

A notification made under this regulation—

must include details of—

the matter;

the other persons, bodies or organisations (if any) who or which have been notified; and

any actions taken by the registered person as a result of the matter;

must be made or confirmed in writing.
(Regulation 40 (4)(e) (5)(a)(i)(ii)(iii)(b))

Recommendation

- The registered person should ensure that the home is maintained to a high standard to ensure that children are able to live in a warm and welcoming environment with a homely feel. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

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: SC400355

Provision sub-type: Children's home

Registered provider: Social Care Services Ltd

Registered provider address: Social Care Services Group, 31 Shaw Road,
Stockport SK4 4AG

Responsible individual: Annabella Foulkes

Registered manager: Robert McEwan

Inspector

Kelly McCurdy, Social Care Inspector

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