

SC409738

Registered provider: New Start

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately run and provides care for up to four children who experience social and emotional difficulties and/or have learning disabilities.

At the time of this inspection, three children were living at the home.

The manager registered with Ofsted in July 2024.

Inspection dates: 16 and 17 September 2025

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

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

The effectiveness of leaders and managers	good
---	------

The children's home provides effective services that meet the requirements for good.

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
25/07/2023	Full	Good
21/09/2022	Full	Requires improvement to be good
20/10/2021	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

All three children spoke with the inspector during the inspection.

Since the last inspection, two children have moved into the home, and three children have moved out. Children have moved out of the home positively, either returning to their family home or moving in with foster carers. One child has moved to another of the provider's homes with their siblings.

The large, detached home fosters an environment that encourages and celebrates fun, creativity and childhood. There are many games, toys and books. The decor is bright and colourful. Children's bedrooms are personalised and have ensuite bathrooms. Children are encouraged to help decorate their bedroom, which helps them take ownership and care of their space.

All children are attending school and doing very well. For one child, this is a significant achievement, as they have struggled with education. However, the manager has advocated for the child to attend a school that better suits their needs. As a result, the child's attendance has improved.

The manager knows how important family is to the children and how beneficial these relationships can be when they are appropriate and positive. One child now has overnight stays with their previous carers and their brother. The staff provide sensitive care for children who have experienced bereavements and ensure that there is appropriate support in place for them should they want it.

The manager ensures that the children have positive experiences. Children have enjoyed camping trips, theme parks and attending concerts, and one child has also enjoyed their first holiday abroad. Additionally, the children are encouraged to be part of their communities and have recently joined local clubs and raised money for causes that are important to them.

Children's health needs are well met, and they attend all their routine appointments. Children are supported and encouraged to wear glasses and hearing aids as prescribed. The staff obtain medical advice appropriately as required, which ensures that children's health and well-being are promoted.

Staff value children's views, wishes and feelings and actively consult them about their care. However, the manager does not routinely seek children's feedback about the staff or the area where they live. This is a missed opportunity to further enhance the manager's understanding of children's experiences of living at the home.

Children are supported in developing their independence. This includes cooking, looking after their belongings and tidying up after themselves. Children are making good progress in this area, which will provide them with valuable skills for the future.

Children's confidence and self-esteem have improved since living at the home. Children are respected and celebrated for who they are. An independent reviewing officer said, '[Name of child] has made amazing progress. The staff are consistent, support them with their identity and advocate for them.'

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

The staff strive to ensure that the children feel safe living at the home. This is achieved through strong professional relationships with other important people in the children's lives and by providing structure and appropriate boundaries for children.

All children have individual incentive programmes that work well to help them learn new skills and reduce risks. As a result, children are learning new ways to manage their emotions and display socially appropriate behaviour.

The use of restraint is rare. When restraint is used, it is appropriate and necessary. Children are spoken to after these incidents and are encouraged to reflect; however, they are not directly asked about any effect of the actual restraint on them. Additionally, details of staff positioning and the duration of the restraint are not always clear.

The manager swiftly and appropriately addresses any concerns raised by children. Children are routinely updated on outcomes. This ensures that they feel listened to and understand that their concerns are taken seriously.

Children's robust plans guide staff in their care of the children. The staff know the children well and how to safeguard them. However, not all staff are aware of the local authority designated officer and their role in safeguarding children.

The manager follows strong safer recruitment processes, which reduces the risk of unsuitable people working with the children.

The effectiveness of leaders and managers: good

The manager is suitably qualified and experienced. Since the last inspection, they have worked diligently to make many improvements to the quality of the care provided to the children.

Professionals and families alike praise the manager for their contribution to the children's care and how well they advocate for them. The manager has high aspirations for children and high expectations of the staff.

Staff receive regular and reflective supervision. The manager provides clear direction, guidance and feedback that help the staff develop in their roles. Regular, child-focused

team meetings also ensure that staff have the information needed to support the children effectively.

Staff receive training that is specific to the children's needs, which is further enhanced by a clinical therapist who visits the home. Additionally, the manager has built good relationships with the local police, and they visit the home to speak with the children and the staff.

The manager has good oversight of the home and has recently moved the office from upstairs to downstairs so that she is immersed in what is happening in the home and is able to spend time with the children.

The requirements and recommendations raised at the last inspection have been met, and the manager uses the independent person's monthly visits to drive improvement further.

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 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 a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; 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	31 October 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 (3)(a)(b)(c))

This relates specifically to the registered person ensuring that children are spoken to about restraint practices when they have been used.

This further relates to ensuring that records of restraint clearly identify the duration of the measure and staff positioning.

Recommendations

- The registered person should ensure that children are consulted regularly about the care provided to them. This should include their views about the staff and the area in which they live. ('Guide to the Children's Homes Regulations, including the quality standards', page 22, paragraph 4.11)
- The registered person should ensure that all staff are familiar with the role of the local authority designated officer. ('Guide to the Children's Homes Regulations, including the quality standards', page 44, paragraph 9.21)

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: SC409738

Provision sub-type: Children's home

Registered provider: New Start

Registered provider address: 179 Townsend Lane, Clubmoor, Liverpool L13 9DY

Responsible individual: Matthew Fisher

Registered manager: Paula Speed

Inspector

Kerri Lynch, Social Care Regulatory 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 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