

SC409851

Registered provider: Westgate Lifestyle Project Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately run children's home provides care for up to 4 children with social and emotional difficulties.

The home registered with Ofsted in June 2010. The manager registered in July 2019.

There was one child living at the home at the time of this inspection.

Inspection dates: 27 and 28 May 2026

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: 3 December 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
03/12/2025	Full	Requires improvement to be good
19/08/2025	Full	Inadequate
17/04/2024	Full	Good
13/06/2023	Full	Good

Summary of findings

The child is settled in their home and has made substantial progress in important areas of their life, including personal hygiene, emotional wellbeing and educational attendance. The child feels safe, happy and valued. Trusting and positive relationships with staff, alongside strong advocacy from the registered manager, are key strengths of the home.

External professionals are positive about the care provided, and staff report feeling well supported by leaders and managers. The manager's commitment and determination to achieve positive outcomes for the child were evident throughout the inspection.

Some areas were identified for attention, including improving the consistency of record-keeping, the use of monitoring systems, enhancing reflective practice and continuing with planned home improvements and refurbishment works. These areas do not diminish from the positive impact that staff and managers have had, and continue to have, on the child's day-to-day experiences and progress.

Inspection judgements

Overall experiences and progress of children and young people: good

The child living in the home is making strong and positive progress from their individual starting point. Staff have developed warm, playful and trusting relationships with the child, helping them to feel safe, secure and valued. Staff understand the child's individual needs well and provide care that is responsive and child centred. The child presents as relaxed, settled and happy in the home. The child said that the staff are different from other homes they have experienced because 'they listen to me and speak in a calm way'.

The child has made significant progress in several areas of their life. There have been notable improvements in their personal hygiene, independence skills and self-care routines. Staff have provided consistent support, encouragement and positive role modelling, enabling the child to develop greater independence and confidence in these areas.

The child's attendance at school has improved considerably and they are now engaging positively in their education and undertaking GCSE examinations. An education professional said that, over the past year, the child's attainment has increased and they now have a chance of passing all the core subjects at GCSE level. They noted that the registered manager had advocated very strongly for a clear plan to be in place for the child's post-16 education and were impressed by the manager's persistence.

Staff work closely with education professionals and provide practical and emotional support to help the child overcome barriers to learning. This support has contributed to the child's increased aspirations and self-esteem.

Staff offer various activities to the child and encourage them to follow their interests. For example, the child is very keen on motor sports and will visit the go-kart track with staff. Staff have supported this interest, and the child has recently applied for a part-time position at the track. This further demonstrates the child's increased confidence and independence skills.

The physical environment is generally comfortable and homely. The child appears relaxed in the home and has personalised their bedroom. However, parts of the home require redecoration, and some repairs are needed to maintain the quality of the environment. Managers have recognised this; some refurbishment work has been completed and is ongoing. While these issues do not significantly detract from the child's positive experiences, it is important that the pace of improvement continues, to ensure that the environment consistently reflects the positive quality of care at the home.

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

The child is safeguarded effectively by staff who know them well and understand their vulnerabilities and risks. Risk and behaviour management plans, alongside comprehensive daily handovers, provide staff with appropriate guidance to support the child's safety while promoting their independence and supporting them to reach their goals.

Staff demonstrate a good understanding of safeguarding practice and can identify and respond appropriately to concerns. The local authority designated officer noted no safeguarding concerns.

The positive relationships established between the child and staff help to reduce risks and promote open communication. The child feels comfortable speaking with staff about worries or concerns, knowing that they will be listened to and supported.

The child reports feeling safe in the home and there have been no significant safeguarding concerns. The child's social worker said that the child 'feels a lot more trusted and is happier in themselves'.

Managers maintain effective oversight of incidents and safeguarding matters. However, some records are not consistently detailed, up to date or easily accessible. While these shortfalls have not had a direct impact on the child's safety, they inhibit full management oversight and accountability.

The effectiveness of leaders and managers: good

The home is managed by a child-focused manager who is a strong advocate for the child. The manager demonstrates a determination in ensuring that the child receives the services and support they need, and challenges other professionals appropriately when necessary. This advocacy has contributed significantly to the positive outcomes for the child.

The manager has established a positive culture in the home. Staff speak highly of the manager and describe feeling valued, supported and listened to. Staff benefit from regular supervision, team meetings and day-to-day guidance. The manager and staff benefit from a supportive, external, therapeutically led supervision model that also builds staff resilience. This helps to promote consistency of care and positive experiences for the child.

The manager receives regular supervision from the responsible individual. However, supervision records are not always sufficiently reflective or evaluative in considering the manager's practice and their ongoing development as a leader.

The responsible individual is also the director of the organisation and manages these responsibilities effectively. However, consideration should be given to further role-specific training, support and development to strengthen their understanding and enhance their ability to provide more reflective support to the manager in driving continued improvement.

Leaders and managers understand the strengths and areas for development in the home. They have realistic plans to improve practice and continue to promote positive outcomes for children, such as the development of effective monitoring tools and children's progress trackers. They complete regular audits, management meetings take place consistently and independent regulation 44 visits contribute positively to quality assurance and service development.

Although management oversight is generally effective, there are some weaknesses in record-keeping. Some records lack sufficient detail. They are not always updated promptly, or do not consistently demonstrate management evaluation. These issues have not adversely affected the quality of care provided but limit the home's ability to fully evidence practice and identify patterns and trends.

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— 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; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1) (2)(f)(h)) In particular, leaders and managers must further improve the quality of records and the use of the monitoring and review systems to make further improvements in the quality of care provided in the home. This requirement was made at the last inspection and is restated.	31 August 2026

Recommendations

- The registered person should ensure that systems are in place so that all staff, including the manager, receive supervision of their practice from an appropriately qualified and experienced professional, which allows them to reflect on their practice and the needs of the children assigned to their care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.2)
- The registered person should ensure that the home provides a nurturing and supportive environment that is suitably furnished and that maintenance issues are addressed promptly. ('Guide to the Children's Home Regulations, including the quality standards', page 15, paragraph 3.9)
- The responsible individual's role is to supervise the management of the home as set out in the definition of a responsible individual in regulation 2. The registered person should ensure that they undertake such continuing professional development as is necessary to ensure that they have the skills needed for carrying on the children's home. ('Guide to the Children's Home Regulations, including the quality standards', page 60, paragraph 12.3)

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: SC409851

Provision sub-type: Children's home

Registered provider: Westgate Lifestyle Project Limited

Responsible individual: Mark Palmer

Registered manager: Angela Smethurst

Inspector

Amanda Burrows, Social Care Inspector

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