

SC411074

Registered provider: Searchlight Care Services Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private company owns this home. The home provides care for one child with social and/or emotional difficulties.

The manager registered in May 2024 and has a relevant management qualification.

One child was living in the home at the time of this inspection and contributed to this inspection. There have been no other children move in or out since last inspection.

Inspection dates: 10 and 11 September 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: 23 May 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
23/05/2024	Full	Requires improvement to be good
17/01/2024	Full	Requires improvement to be good
01/11/2022	Full	Requires improvement to be good
12/10/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

One child continues to live in the home and is benefiting from stable and nurturing care. This consistency has enabled the child to develop trusting and positive relationships with staff. The supportive environment promotes emotional security and contributes significantly to the child's overall well-being.

Staff demonstrate a strong understanding of the child's individual needs, including his health and communicational needs. Daily routines provide structure and predictability, which supports the child's sense of stability and emotional regulation. Health needs are well managed, with staff ensuring attendance at routine appointments and encouraging an active lifestyle. The manager has taken appropriate steps to involve all relevant professionals to support the child's mental health. For example, assessments have been completed to further understand their needs, and therapeutic interventions, such as dog therapy, have been arranged. This approach supports the child's health, social and emotional development.

Staff actively promote the child's education and worked with the previous provider to maintain continuity. Although the child has since moved to a new setting, staff managed the transition sensitively, offering emotional support throughout. The manager responds swiftly to challenges and works effectively with external professionals to remove barriers to learning. The child is now attending their new provision and making progress, with an ongoing search for a long-term placement that meets their individual needs.

The child is supported to spend time with people who are important to them. Staff and leaders establish effective relationships with the child's family. One parent said, 'The staff team and the manager have become an extended part of the family.' This practice enables meaningful interactions and promotes the child's identity.

Children's views, wishes and feelings are central to practice. For example, the child is actively involved in decisions about their environment, including redecorating their bedroom and contributing to household changes. They attend care reviews and are encouraged to express their views on how they wish to be cared for. This inclusive approach helps the child feel listened to, respected and valued.

Children benefit from a range of enriching experiences that support their social development. The child enjoys holidays and attends youth clubs and skate parks, which provides opportunities for them to meet with friends who have similar interests. Staff take a genuine interest in the child's hobbies and preferences; one staff member researched how to play a specific video game to share the experience with the child.

The home is warm, welcoming and homely. The child is happy living in the home. They said, 'I love the staff and everything about the house.'

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

Staff have a clear understanding of the child's needs and associated risks. There are detailed behaviour management plans and risk assessments that provide guidance for staff. Incidents have reduced immensely since the last inspection. The child has formed trusting relationships with staff, meaning they feel comfortable speaking about their childhood experiences.

There has been one incident since the last inspection where the child required physical intervention. This was used as a last resort to ensure the child's safety. The manager responded appropriately by reviewing the incident and facilitating discussions with both the child and staff involved. However, the staff discussion record was not stored, which limits the transparency and accountability of the incident review process. No further incidents or significant risks have occurred since the last inspection.

The child is supported to understand how to keep themselves safe and to develop socially acceptable behaviours. This is achieved through tailored key-working sessions delivered in a way that meets the child's needs, often through informal discussions that the child responds well to.

Staff and leaders have responded appropriately, sharing information with the child's social worker in a timely manner. Staff demonstrate a good understanding of safeguarding practice. When the child made an allegation against an education staff member, the manager and staff acted swiftly, sharing information and following up on actions taken and the outcome. However, they did not confirm whether the outcome was communicated to the child. Additionally, the safeguarding reflection was completed solely by the manager, which limited independent oversight. A senior review may have strengthened accountability and ensured more robust monitoring.

The child knows how to raise concerns. One complaint was promptly investigated, but there is no record confirming that the outcome was shared with the child. Staff responded appropriately to disclosures and allegations, working effectively with external professionals. However, safeguarding reflections were completed solely by the manager, which meant that there was no independent oversight of this process.

The effectiveness of leaders and managers: good

The home is managed by an experienced and qualified manager, who is enthusiastic and committed and advocates strongly for the child. She empowers staff to improve practice and deepen their understanding of trauma-informed practice. Staff feel well supported and enjoy working in the home. The manager has developed a strong bond with the child and demonstrates a thorough understanding of their care needs.

Professionals are positive about the manager and staff team, complimenting their excellent communication and support. The child's parent said, 'The team look after

[name of child] amazingly: they have come on leaps and bounds since living in the home.'

The manager is a strong advocate for the child and consistently pursues actions required from external professionals to ensure high-quality care is provided. This proactive approach enables effective multi-agency working to meet the child's needs. For example, the child was recently seen by a psychologist, who identified an additional need, for which the child is now receiving treatment. Furthermore, staff now have a better understanding of how to support the child's emotional health and well-being.

Staff receive regular, child-focused supervision that supports their development. While the manager reports feeling supported, supervision records lack detail regarding professional development. Regular staff meetings are used effectively in order to enhance therapeutic practice and deepen staff's understanding of the child's needs.

Tailored training is provided to help staff meet the child's individual needs. However, not all staff have completed specific training in a timely manner, and access to training resources has not been consistently ensured.

The home benefits from a stable staff team, with only one departure and one new starter since the last inspection. This continuity supports consistent care. Safer recruitment practices are followed, ensuring that only suitable individuals are employed.

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 a record is made of any complaint, the action taken in response, and the outcome of any investigation. This also includes allegation outcomes for children. (Regulation 39 (3))	9 November 2025

Recommendations

- The registered person must ensure that children's care records are kept up to date and reflect any changes following care planning reviews. In accordance with Regulation 36, all case records must be stored securely while the child remains in the home. Additionally, records should be maintained in a clear and structured manner to support effective supervision by leaders. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.3)
- The registered person should ensure that staff can access appropriate facilities and resources to support their training needs and should ensure all staff have completed training to help them understand children needs. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)

Information about this inspection

The inspector has 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: SC411074

Provision sub-type: Children's home

Registered provider: Searchlight Care Services Ltd

Registered provider address: Marcus House, Parkhall Road, Longton, Stoke-on-Trent
ST3 5XA

Responsible individual: Denver Underwood

Registered manager: Charlotte Orridge

Inspector

Joanne Humphreys, Social Care Inspector

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