

SC423460

Registered provider: Teen-Works Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private company owns this home. It provides care for up to three children who may experience social and/or emotional difficulties.

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

The manager registered with Ofsted in March 2024.

Inspection dates: 29 and 30 October 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: 15 July 2025

Overall judgement at last inspection: inadequate

Enforcement action since last inspection:

This home was judged inadequate at the full inspection on 15 and 16 June 2025. Shortfalls were identified in the arrangements to safeguard children and the effectiveness of the management arrangements of the home. Two compliance notices were issued under section 22A of the Care Standards Act 2000. These were in relation to Regulation 12 (the protection of children standard) and Regulation 13 (the leadership and management standard).

A monitoring visit was completed on 10 September 2025. A case review on 10 September 2025 determined that the steps outlined in the compliance notices had been met.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/07/2025	Full	Inadequate
02/07/2024	Full	Good
31/05/2023	Full	Requires improvement to be good
08/03/2023	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

The children are settled and making good progress. They are building positive relationships with the staff who care for them.

Staff strive to create a family environment where children are nurtured. Staff regularly praise children and reinforce how proud they are of their achievements. This helps children to feel secure, loved and valued.

All children attend education. One child has returned to school after a period of non-attendance. The manager advocated for the child to attend the school of their preference. This was important for the child because it meant they could be with their friends. The child is now engaging in learning and is thriving. The manager works closely with school leaders to share information. This supports a consistent approach to managing risks while children are in school. However, one child's education, health and care plan (EHC plan) was not held on the child's records. This means that staff do not have access to important information about the child's educational needs.

Children are supported to spend time with their families and friends. This is a positive and safe experience for children. Effective planning means that one child now has sleep overs at their friend's house. This ensures that the child does not miss usual childhood experiences.

Children's health needs are well understood. Children are registered with primary healthcare services. Staff offer children support and encouragement to attend appointments. When one child was diagnosed with a disability, staff helped the child to understand what this meant and how it might affect them.

Children live in a spacious home that is welcoming and well furnished. There is ample space for children to relax and spend time together. Children's bedrooms are personalised and reflect their individual tastes and interests. Some minor redecoration is required in their bedrooms, and the manager has this work scheduled.

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

Children say that they feel safe and secure living at the home. They are supported by a consistent team of staff who understand their roles and responsibilities to safeguard children.

The manager takes urgent and appropriate action when emerging risks to children are identified. The manager shares her concerns and information with the relevant professionals. This ensures that there is multi-agency collaboration to keep children safe.

Risks to children are well understood. Staff take effective action when there are concerns about a child's welfare. Children's risk management plans are reviewed following significant incidents. However, the plans still contain some out-of-date details. In addition, the vulnerability of one child when they are not under the supervision of staff has not been sufficiently assessed. These shortfalls have not had an impact on children's safety or welfare.

Children rarely go missing from home. The manager ensures that there are clear procedures in place for staff to follow in the event a child does go missing from the home. This promotes a consistent and effective response to locate the child.

Children are generally settled, and incidents where children are upset are rare. Children's plans describe the strategies that staff should use to defuse challenging situations. Physical intervention is used as a last resort, and staff have not needed to hold a child to keep the child safe.

Staff are embedding clear boundaries and rules for children. Children generally accept these rules, and this is helping them to adopt good daily routines. For example, children go to bed at the agreed time and comply with rules about the amount of time they should spend on their gaming devices. Children may not always like these rules, but staff ensure that they understand why they are necessary.

Incentives are used to promote positive behaviour. Consequences are rarely used and are generally restorative in nature. However, one consequence that has been given to a child has not been recorded and there is no identified end date. This means that the child is not clear when the matter will be resolved. A recommendation is made in relation to this.

The effectiveness of leaders and managers: good

The manager has a clear vision for the home. She has prioritised making improvements to the safeguarding arrangements at the home and her oversight of those arrangements. She is committed to providing children with a stable, loving and well-run home.

The manager has a good understanding of the children's needs. She is a good advocate for them. The manager ensures that children's wishes and feelings are sought and acted on. This helps children to feel valued. One professional said, 'The manager is brilliant, she goes above and beyond for [child's name].'

Children are cared for by an experienced and suitably qualified staff team. Staff access a range of courses, which are centred on children's specific needs and vulnerabilities. This equips them with the skills they need to care for vulnerable children.

Team meetings are well attended. The manager uses these meetings to communicate any changes to children's plans and to ensure that staff understand the actions they must take to care for and protect children.

Staff receive regular supervision and an annual appraisal of their performance. Supervision sessions are used to talk about children's needs and ensure staff understand their roles and responsibilities.

The manager works proactively with other agencies. Professionals are complimentary about the collaborative working and the communication they receive from the team.

Staff enjoy their roles. They feel valued and feel supported by their manager. There is high staff retention, and this promotes continuity of care for children.

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, managers must assess how risks to children will be managed when the child is not under the care and supervision of staff from the home.	28 December 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. (Regulation 36 (1)(a)) In particular, a copy of the child's EHC plan must be held on the child's records.	28 December 2025

Recommendation

- The registered person should ensure that a record is made of any sanctions used to address poor behaviour. The manager must have oversight of the sanction to ensure its proportionality and effectiveness. The manager should ensure that the child understands how long the sanction will be in place. ('Guide to the Children's Homes Regulations, including the quality standards', page 46, paragraph 9.38)

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: SC423460

Provision sub-type: Children's home

Registered provider: Teen-Works Care Limited

Registered provider address: 509-510 Cotton Exchange, Bixteth Street, Liverpool L3 9LQ

Responsible individual: Kathryn Gordon

Registered manager: Catherine Spratt

Inspector

Sophie Thomson, Social Care Inspector

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