

SC444411

Registered provider: New Start

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private company. It provides care for one child who may experience social and/or emotional difficulties.

At the time of the inspection, one child was living in the home. The child spoke to the inspector.

The manager registered with Ofsted in November 2024.

Inspection dates: 3 and 4 March 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: 28 January 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/01/2025	Full	Good
28/02/2024	Full	Good
05/10/2022	Full	Good
14/09/2021	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

The child has lived at the home for over 3 years. During this time, the child has developed positive and trusting relationships with staff, who have provided consistent support. This has provided stability and a strong sense of belonging for the child.

Staff have a good understanding of the child's health needs and ensure that they access appropriate health services when needed. The manager advocates for specialist assessments and therapeutic interventions when necessary. The child benefits from effective support from the in-house therapist.

Staff consistently prioritise education and the manager strongly advocates for the child. The manager and staff support the child to explore future goals and aspirations. As a result, the child has a positive attitude towards learning and has made significant progress.

The manager and staff understand the importance of family time. The child is supported to spend time with those important to them in a safe, well-planned way. Additionally, the child has access to a wide range of activities and opportunities, including holidays abroad.

The manager listens to and acts on the child's views. Recent renovations included the removal of a wall in the living room following feedback from the child, creating a larger and more homely space. The child's bedroom is personalised, and they have a pet hamster, which gives them positive childhood experiences.

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

The child has made significant progress while living at the home. Staff support the child to develop independence skills in a measured way and in line with their needs. The child can carry out a variety of tasks, including cooking, laundry and cleaning.

The child is kept safe by staff who are knowledgeable about their current needs and vulnerabilities. Staff understand their safeguarding responsibilities. They know how to escalate concerns, including to external safeguarding partners.

Incidents are infrequent. However, on one occasion the child was able to access an item that had not been securely stored. Measures to rectify this matter were actioned during the inspection.

Missing-from-home episodes are rare. However, on one occasion staff did not follow the child when they left the home and they did not fully follow the home's missing-from-home protocol.

The staff team provides the child with consistency and stability. Staff recruitment is conducted safely to ensure that only suitable individuals work with the child.

The effectiveness of leaders and managers: good

The manager is experienced in residential childcare and is working towards the relevant qualification. She has responsibility for another home in the organisation and is supported by an experienced responsible individual.

New members of staff complete an induction before being enrolled on the recognised childcare qualifications. Staff have access to a wide range of training to enable them to develop their skills to meet the child's needs. The registered manager ensures that staff have access to specialist training to ensure that emerging needs for children are managed effectively.

Staff say that they feel well supported by the manager. Staff receive regular supervision sessions which help them to reflect on and develop their practice. Regular team meetings provide opportunities for discussion, reflection and shared learning.

The manager has developed positive working relationships with other professionals and carers. She advocates effectively for children and appropriately challenges professionals to help achieve the best possible outcomes for the child.

Consequences are not frequently used; however, when implemented, they have not always been proportionate to the behaviour, indicating the need for consequences to be reviewed by the manager.

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; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2)(a)(i)(iii)(v)(vi)(vii)) The registered person and staff must ensure that all potentially unsafe or hazardous items are appropriately secured and stored safely, including being always locked away where necessary to prevent children from accessing them. The registered person must ensure that all staff understand and implement the home's missing-from-home protocol consistently.	1 March 2026

Recommendation

- The registered person should ensure that consequences used to address poor behaviour are restorative in nature, to help children recognise the impact of their behaviour on themselves, other children, the staff caring for them and the wider community. Staff should be skilled in supporting the child to understand the consequences of their behaviour and to carry out any restorative actions. ('Guide to the Children's Homes Regulations, including the quality standards,' page 47, 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: SC444411

Provision sub-type: Children's home

Registered provider: New Start

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

Responsible individual: Matthew Fisher

Registered manager: Amy McMeekin

Inspector

Sonja Vega, Social Care Inspector

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