

SC457254

Registered provider: North Lakes Children's Service Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a private provider. It offers care for up to four children who experience social and emotional difficulties.

The manager registered with Ofsted in November 2019.

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

Inspection dates: 15 and 16 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: 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
27/09/2023	Full	Requires improvement to be good
10/01/2023	Full	Good
30/09/2021	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Children are making progress regardless of the length of time they have lived at the home. They have developed trusting relationships with the core group of staff, who are nurturing in their approach.

Children's moves in and out of the home are planned. Children can meet staff and the other children before they move into the home. However, for one child their experience of living at the home was short-lived before the manager gave notice and the child had to leave. This could impact on children's experiences living at the home.

Children's experience of education is positive, leading to good levels of attendance and achievement.

Staff understand the children's individual needs and vulnerabilities. They work with the children to help them address issues from their past as well as exploring their emotions and behaviour. Care plans detail the work carried out through key-work sessions, using age-appropriate resources to help children understand their feelings to manage them in a positive way.

Children are supported to engage in a range of activities and enjoyable experiences. Making new and positive memories about living in the home is seen as important by staff. Staff capture the children's new memories in photos that are shared with the children and which are seen throughout the home.

Children are helped to maintain relationships with family and friends that are important to them, where appropriate.

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

Children say they feel safe living in the home and can name individual staff whom they will go to if they need help.

Behaviour is well managed. Strategies in children's care plans and risk assessments guide staff on how to minimise risk. Rewards and incentives are used to promote positive behaviour effectively.

Physical interventions are needed at times to manage situations when children are in crisis. These have reduced in number over time as staff help children to manage their emotions. Records are comprehensive and show that each incident includes holds for the shortest time possible. Following each occasion that holds are used, work takes place with both children and staff to maintain effective relationships and inform learning for all involved.

Episodes of children going missing from the home are rare. Staff are clear about what they need to do should a child go missing, including looking for children before reporting them as missing. Staff practice is supported by clear protocols.

The effectiveness of leaders and managers: good

The registered manager is suitably experienced. She is supported by a core group of committed staff. The registered manager has high aspirations for the children and staff. She promotes a culture of mutual respect. The registered manager is visible to both children and staff. She leads by example. Both the manager and core staff work hard along with regular bank staff to ensure that children have consistency in their lives.

The manager has clear monitoring systems and is aware of all aspects of the care of the children and the practice of staff. She is supportive to staff when needed but will also challenge staff effectively to ensure that children receive the best care possible.

Staff receive practice-related supervision and attend team meetings. Minutes of both include detailed discussions about children. However, due to the shortages in staffing, supervisions have not taken place as regularly as stated in the home's policy.

The training matrix shows a range of courses on offer in addition to the mandatory training. However, a review of the record shows that there are gaps in the delivery of courses that relate to the specialised needs of the children currently living in the home.

Staff work well with other professionals, who praised the staff and the effectiveness of their practice. One professional said staff were 'marvellous' and described the atmosphere in the home as 'natural'.

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 care planning standard is that children— receive effectively planned care in or through the children's home; have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose. (Regulation 14 (1) (2)(a))	30 November 2025
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; promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1) (2)(c)) In particular, have training in the individual needs of the children, including managing sexually problematic/harmful behaviour and ADHD.	30 November 2025

Recommendation

- The registered person should ensure that staff receive supervision in line with policy. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.8)

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: SC457254

Provision sub-type: Children's home

Registered provider: North Lakes Children's Service Limited

Registered provider address: Malvern View, Hanbury Road, Stoke Prior,
Bromsgrove, Worcestershire B60 4AD

Responsible individual: Leanne Smith

Registered manager: Sandra Seggie

Inspector

Sue Atkinson-Millmoor, Social Care Inspector

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