

SC471289

Registered provider: New Start

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is managed by a private company. It provides care for up to 4 children who may have social and emotional difficulties, learning disabilities and with mental disorders, excluding learning disability.

The manager registered with Ofsted in December 2024.

At the time of the inspection, there were 4 children living at the home. During the inspection, all 4 of the children spoke to the inspectors.

Inspection dates: 10 and 11 March 2026

Overall experiences and progress of children and young people, taking into account	outstanding
---	--------------------

How well children and young people are helped and protected	outstanding
---	-------------

The effectiveness of leaders and managers	outstanding
---	-------------

The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 11 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/03/2025	Full	Good
13/03/2024	Full	Good
14/06/2022	Full	Good
22/03/2022	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children receive nurturing and highly personalised care that enables them to make exceptional progress in all areas of their lives.

Children live in a relaxed environment and are supported by a welcoming team. Staff listen to how children want to use the communal spaces. There has been the recent addition of a piano that children are enjoying learning to play. There are many photos of the children around the home and children have personalised their bedrooms. This gives them a sense of ownership and belonging.

Children benefit from creative and well-planned moves in and out of the home. There is an effective multi-agency approach in place. This has enabled one child to return home to live with their family. One child's move into the home to join their siblings was sensitively planned and the manager fully considered the impact on all of the children. A social worker said since moving in, '[Name of child] has gone from strength to strength and has been given a new lease of life.'

The manager and staff have exceptionally high aspirations for every child and education is consistently promoted and valued. All the children were not reaching their full potential in education before moving in but are now fully engaged with learning. As a result, each child is making excellent progress in their learning and social development.

Two of the children had been attending alternative provision. Through the support of the staff team, they are now attending mainstream schools and are thriving. Children are encouraged to be ambitious. Learning opportunities are embedded in staff practice, including help with homework and daily reading practice through the 'Reading Heroes' programme.

The manager prioritises the children's wellbeing and is responsive to changes in their lives. The organisation's clinical team has a strong presence and children benefit from specialist support. Staff understand and actively use a therapeutic model that underpins the support that they provide. They apply the model in their daily work with children and in the child-focused records they write.

Children enjoy a wide range of activities, and staff are committed to broadening their life experiences so they have the same opportunities as their peers. Staff enthusiastically introduce them to new and exciting pursuits, including learning musical instruments, horse-riding, and swimming. The provider also operates other residential homes and organises 'Togetherness Days', where children from across the homes come together to celebrate events in a safe, supportive environment. These shared experiences help children build friendships, confidence, and a sense of belonging.

Creative methods are used to ensure that all children are encouraged to make healthy choices. All children and staff took part in a 5-week healthy lifestyle programme to establish positive routines and lifestyles that are now embedded into the children's daily routines.

Each child has extensive and personalised arrangements to enjoy lots of time with their families. The manager and staff work hard to build and maintain positive relationships with children's families and loved ones. Families are invited to celebrate special events with their child. This collaborative approach strengthens family connections and reinforces children's sense of stability. When children have suffered loss and bereavement, staff help them to remember their loved ones in sensitive and creative ways.

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

Children are kept safe by staff who are knowledgeable about their needs and vulnerabilities. Risks are well known by staff and there are highly effective strategies in place to support children. Staff have an excellent understanding of the goals and aims set for the children and their role in accomplishing these.

There has been a significant reduction in incidents for all of the children. One teacher said, '[Name of child] is doing much better, it's a reflection of what the staff are doing.' Incidents in the home are now very rare. Staff use strategies in-line with their training that are personalised for each child to diffuse situations if children are upset or frustrated. Relationships between children are managed effectively and staff provide the level of supervision required to keep them safe.

The manager has embedded therapeutic parenting techniques across the staff team and children benefit from the nurturing support they receive. Staff also encourage positive behaviour through the use of incentives. Children have funds that grow when they have done something well and they will purchase a treat such as a visit to the nail salon or local coffee shop with a staff member of their choice. When negative consequences are used, the manager evaluates their use to ensure that they are proportionate and effective.

The use of physical intervention has drastically reduced. When it is used, it is proportionate and necessary and staff only hold children as a last resort. Recording is clear and detailed and the manager has an excellent level of oversight and evaluation of incidents. She considers the child's viewpoint and any required improvements to staff practice are addressed promptly.

The manager responds consistently to all complaints and has recently introduced creative ways for children to share their views. An application has been installed onto the children's ipads to enable them to read some staff notes and message the manager. This process inspires a culture of transparency between the children and staff and gives the children a sense of control over their lives.

There is a comprehensive overview of allegations so that children are protected. The manager responds swiftly and ensures that all processes are followed meticulously. Investigations are thorough and the manager ensures that she notifies all relevant safeguarding partners and the regulator. The manager speaks with children at stages throughout the investigation and ensures that appropriate support is given to staff.

Staff are aware of their safeguarding responsibilities. There are systems in place for staff to raise concerns. Staff are aware how to escalate concerns to those in the wider company and to external safeguarding agencies. New staff are recruited safely which ensures that only suitable people work with the children.

The effectiveness of leaders and managers: outstanding

The manager is an ambitious leader with a clear vision and high expectations of staff to provide exceptional care that the children deserve. She is very experienced and suitably qualified. Her practice is child-centred and she is highly aspirational for children and the service. The manager has created an environment where children are flourishing. One social worker said, '[Name of home] is one of the best residential homes I've worked with. It's really lovely.'

The manager is supported by an experienced responsible individual who is also very child-centred. There is a stable, dedicated staff team to support the children. This enables children to feel safe receiving consistent and familiar care from staff. The management and staff team act as determined advocates to ensure the best possible care, experiences and outcomes for children.

Each child has comprehensive, personalised plans in place. There is an emphasis on maintaining high quality recording and that child-friendly language is used, as staff are reminded that children may read them one day.

Children are cared for by a highly skilled team of staff who have a comprehensive knowledge of the children's individual needs. Staff receive a robust induction and specialised training, regular supervision sessions, annual appraisals and attend team meetings that promote reflection and ongoing development. However, on one occasion a new member of staff did not receive the expected level of supervision sessions during their probation.

Children receive a consistently exceptional quality of care. The manager has excellent oversight of the home and has established positive working relationships with partner agencies and school professionals.. She uses feedback and other systems to monitor staff performance and the care provided. The manager is aware of any areas for improvement and challenges staff practice when it does not meet the high standards she expects.

What does the children's home need to do to improve?

Recommendations

- The registered person should ensure that staff receive supervision sessions in line with their probation and induction policy. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)

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: SC471289

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: Melisa Fisher

Inspectors

Caroline Bates, Social Care Inspector
Eve Ostridge, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2026