

# 2815114

Registered provider: North West Child Care Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is operated by a private organisation. It provides care for up to two children who may experience social and emotional difficulties and or learning disabilities.

The home and manager registered with Ofsted on 10 December 2024. One child was living at the home at the time of this inspection and was seen and spoken to by the inspector.

### Inspection dates: 30 April and 1 May 2025

**Overall experiences and progress of children and young people, taking into account** **good**

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

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** not previously inspected

**Overall judgement at last inspection:** not applicable

**Enforcement action since last inspection:** none

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

One child has moved into the home in a planned way. This has led to the child settling in well and developing strong relationships with the staff. The manager and staff understand the child's history, vulnerabilities and how best to support them. This means the child is receiving good quality care and nurture from a committed staff team.

The child benefits from individualised care. Care plans are understood and followed by staff. The child's plans are written to the child and include their views, wishes and feelings. The manager and staff work well as a team and strive for consistency for the child. This supports the child to understand their care plans and ensures that the child receives consistent care.

The staff support the child to attend their education provision daily by creating positive morning routines. The child is making good progress in line with their targets. This supports the child to learn and gain an education to achieve their aspirations in the future. One education professional said, 'I have known [child's name] a long time, I have never known them as settled and as happy as they are now.'

The child is making good progress with their health needs. The staff support the child to attend routine and specialist health appointments. This ensures that the child remains in good health.

The child is supported by staff to explore their identity. Staff allow the child to express themselves freely and safely. This helps the child to feel respected and promotes equality and diversity and builds resilience.

The manager and staff build relationships with those who are important to the child. This supports the child to maintain contact with their family and friends. This helps the child to develop their identity and belonging and understand their family history. One family member said, 'I could not be happier with what they are doing, they are the nicest group of people I have ever met. I have worked with children for 60 years and they are just the best.'

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

The manager and staff carefully consider and record risks and vulnerabilities for the child, prior to the child moving in. Risks are regularly reviewed throughout their time living in the home. Risk management plans are updated and reviewed. Risks for the child have reduced.

Staff are consistent in their expectations of the child's behaviour and incidents are rare. On one occasion the child was struggling to manage their emotions, the staff managed this with sensitivity and understanding but also re-affirmed the boundaries and

expectations. This provides the child with a sense of safety. One professional said, 'So far, I could not say anything negative, it is a great location and home. They are providing excellent care for [name of child]. They are happy, settled, and safe.'

Staff speak to the child in key work sessions about topics that are relevant to them and address their risks and vulnerabilities such as sexual health, self-regulation, personal space, and feelings of anger. The conversations are meaningful and support the child to understand how to remain safe, reflect and make positive changes.

All staff have relevant training to help them understand and manage the child's complex needs. Staff have received training in, safeguarding, global development delay (GDD) and attention deficit hyperactivity disorder (ADHD). Due to this and the relationships they have built with the child they have not had to physically hold the child to keep them safe as they are positively able to de-escalate the child through discussions and distraction.

Health and safety management in the home is robust. The child lives in a home that is, decorated and maintained to a high standard. It is safe and free from hazards.

### **The effectiveness of leaders and managers: good**

The manager has suitable experience and the relevant childcare and management qualification. The manager leads by example, knows the child well and speaks of the child in high regard and is ambitious for their future.

Staff, family members, the child and professionals speak very highly of the manager. One member of staff said, 'I can honestly say that after 23 years in the care sector this is by far the best company and home I have worked at. [Name of manager] is an excellent leader and always has time to offer support and advice if needed whether he is on shift or not. The company is great to work for and are very supportive and caring of the staff that work for them.'

The staff have worked in the home from when it first opened. One new member of staff has joined the team. New staff receive a thorough induction and shadowing period that provides them with a detailed programme of training and guidance for their new role. On completion of their probationary period staff are enrolled onto a suitable qualification if they are not already qualified. This leads to consistency in care and support for the child.

The manager and staff receive regular supervision in line with the statement of purpose and attend regular team meetings. They use this time well to reflect on their practice and the needs of the child. Staff say that they feel valued, respected and supported by the management team. This has supported the development of the high staff morale.

The manager welcomes external scrutiny of the quality of care provided to the child by the independent person who visits monthly. The manager is aware of the homes strengths and weaknesses identified through his own reviewing and monitoring systems. The manager has missed an opportunity to implement research into staff practice to

further develop their skills and knowledge and look for new ways of working with the child.

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

- The registered person should support staff to use research to develop their skills, knowledge, and practice to enable them to actively support each child to achieve their potential and meet their needs. ('Guide to the Children's Homes Regulations, including the quality standards', page 52, paragraph 10.5)

## **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:** 2815114

**Provision sub-type:** Children's home

**Registered provider:** North West Child Care Limited

**Registered provider address:** 82 Lowerhouse Lane, Burnley BB12 6JA

**Responsible individual:** Joanne O'Mara

**Registered manager:** Peter Birkby

## Inspector

Julie Elder, Social Care Inspector

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