

# Vista Living Limited

Registered provider: Vista Living Limited

Full inspection

Inspected under the social care common inspection framework

## **Information about this supported accommodation provider**

This supported accommodation service is owned and managed by a private provider. The service can accommodate up to 38 children and young people in 17 shared or single-occupancy homes.

At the time of this inspection, this service was providing supported accommodation for 15 children. Single-occupancy flats within the same complex and three shared occupancy homes were visited.

The service manager has been registered with Ofsted since August 2024.

**Inspection dates:** The inspection was announced on 1 September 2025 and started that day. The inspectors were on site on 3 and 4 September 2025.

## **Outcome**

Consistently strong service delivery leads to typically positive experiences and progress for children. Where improvements are needed, leaders and managers take timely and effective action. The next inspection will be within approximately 3 years.

## **Summary of findings**

Leaders and managers are enthusiastic and committed to supporting many children to make progress.

Children feel happy and safe where they live. They live in welcoming, well-maintained homes.

Leaders and managers demonstrate a strong commitment to advocating for children.

Safeguarding arrangements work well. Staff closely partner with other agencies to help children get the support and services they need.

Leaders and managers acknowledge they need to make changes to staff recruitment processes to better support children's outcomes.

### **Overall experiences and progress of children**

Staff form strong, positive relationships with children. Children are happy where they live, and staff support them well.

Staff are ambitious for children and passionate about the support they provide. Staff undertake meaningful direct work, and most children learn skills for daily living in adult life as a result. One child said, 'I have learned about cooking, cleaning and how to use the washing machine. I didn't know how to use a washing machine before I came here.'

Staff use different methods to support children who are not making progress. Leaders and managers escalate their concerns about the suitability of a child's placement with the relevant local authority.

Children live in high-quality, well-maintained and welcoming homes. Staff make sure repairs happen promptly. As a result, children feel settled where they live.

One child shared that she now feels ready to address her substance misuse because she feels happy and settled where she lives. She said, 'I feel safe here. I feel like I can finally start moving on with my life and getting off ket. Even my friends have seen a difference in me.'

Staff know the people who are significant in children's lives, and they value their existing relationships. Staff talk to children's family and friends about the plan of support and include them in meetings.

Staff help children move into accommodation at their own pace and support them to take part in the process. They can visit and meet staff before they move in. This helps children settle in.

Staff ensure that children understand the house rules. They promote positive behaviour using incentives. Staff remind children about the terms of their tenancy agreements and help them to understand what behaviour is expected of them.

One child said the bars on his windows made his home feel like he was in prison; though all neighbouring properties are the same due to it being a conservation area. Another child felt that where he lived was too remote and not close enough to local amenities.

### **How well children are helped and protected**

Staff manage safeguarding incidents well to ensure that children are safe.

Staff talk to children and reassure them following incidents. Staff work with the local police and local authorities to identify children's vulnerabilities and find ways for children to be supported to manage risks in the community.

Children maintain contact with staff, and staff check on their welfare when they are not at home. This helps children stay safe, and the number of times they go missing from home is reducing.

Most children know how to make a complaint or get help if they are worried. Leaders and managers act quickly and follow procedures when a child raises concerns about staff behaviour. They manage allegations effectively and inform safeguarding partners. Children are safer as a result.

Staff carry out risk assessments when children move into the accommodation and update them as children's vulnerabilities change. This helps to keep children safe.

Staff help children to make informed decisions to reduce their vulnerabilities. For example, if there are substance misuse issues, they offer harm reduction support. They also work with services to help resolve these issues.

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

The service is led by a senior management team who are passionate about their service. The nominated individual and service manager know the children well, and they are aspirational for their futures. All children were very positive about leaders and managers and felt well supported.

Leaders and managers have regular supervisory sessions with staff. Staff talk about the help they give to children and are offered opportunities to develop their practice. This ensures that children receive the right support.

Leaders and managers make sure staff are well trained to support the needs of the children.

Leaders and managers acknowledge areas for improvement and address concerns without delay. They regularly and robustly monitor the quality of the support they provide to children, ensuring that the service keeps developing. However, this is not consistent across every home. For example, in one home, there have been changes in staffing following allegations and unrest, which adversely affected one child.

Leaders and managers advocate for children when their needs become more complex. Children are given additional help when needed, on an emergency basis. Leaders and managers work with local authorities to find an alternative long-term plan, and children are safer as a result.

Leaders and managers communicate effectively with multi-agency teams. Social workers and independent reviewing officers speak positively about the service. One social worker said, 'The time, attention and support extended to (name of child)

over many months has culminated in her having the confidence to take her English and maths GCSEs at college, as well a beauty course.'

Leaders and managers attend meetings about the needs of children. They make sure children's voices are included, even if children prefer not to join in person.

## What does the supported accommodation provider 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 Supported Accommodation (England) Regulations 2023 and the 'Guide to the Supported Accommodation Regulations, including Quality Standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
<p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the supported accommodation undertaking that puts children first and prioritises their wellbeing and development.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff work effectively as a team, where appropriate, to meet the needs of children.</p> <p>(Regulation 4 (1) (2)(b))</p>	<p>24 October 2025</p>
<p>The accommodation standard is that children experience a comfortable and secure living environment.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that the premises used as supported accommodation—</p> <p>are located so as to enable children to actively participate and form relationships in the local community.</p> <p>(Regulation 6 (1) (2)(b)(iv))</p>	<p>24 October 2025</p>

## **Recommendation**

- The registered person should ensure that leaders and managers explore any historical risks known about applicants thoroughly with them to ensure they are safe to work in supported accommodation with vulnerable children. ('Guide to the Supported Accommodation Regulations, including Quality Standards' page 51)

## **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children 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 Supported Accommodation (England) Regulations 2023.

## Supported accommodation provider details

**Unique reference number:** 2766524

**Registered provider:** Vista Living Limited

**Registered provider address:** 130 Bebington Road, Wirral CH62 5BJ

**Nominated individual:** Kim Thompson

**Registered service manager:** Amelia Henderson-Smith

**Telephone number:** 01516448422

**Email address:** referrals@vista-living.com

## Inspectors

Amie Pearson, Social Care Inspector  
Sue Garner, Social Care Inspector

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Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

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E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
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