

1215521

Registered provider: Resolute Care

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private provider and registered to provide care for up to three children who may have social and emotional difficulties.

The manager registered with Ofsted in 2019.

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: 3 December 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/12/2024	Full	Outstanding
13/02/2024	Full	Outstanding
13/03/2023	Full	Outstanding
04/01/2022	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Children make good progress from their individual starting points. Their educational attendance and engagement have improved, and they are developing new skills while taking part in a range of enjoyable activities. These opportunities support children to build positive and trusting relationships with the adults who care for them.

There have been no complaints made by children. However, children are confident to express their feelings and wishes, and they know that their views are valued. Staff actively listen to children and take their opinions into account in day-to-day decision-making. When children feel worried or anxious, staff provide individualised support to help reduce their anxieties. For example, the use of visual tools such as storyboards helps children to understand and manage changes in their environment.

Feedback from families and professionals is overwhelmingly positive. They describe the care provided as 'amazing' and comment that staff consistently go above and beyond to support children. There is clear evidence that adults know the children well and demonstrate genuine care and commitment towards them. The staff team shares a strong vision and ethos focused on achieving the best possible outcomes for each child.

Transitions for some children have been positive and carefully planned. Individual transition plans are designed to meet each child's needs, with appropriate emotional support provided throughout and after the process. However, one child experienced a difficult and unplanned ending to their placement. This situation could have been improved through more effective multi-agency planning.

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

Physical interventions have been used frequently in response to incidents of children damaging property. However, there is limited evidence to demonstrate that de-escalation strategies, consistent with the home's therapeutic model, were implemented prior to the use of physical intervention. This raises concern about proportionality in line with children's behaviour management plans, where physical intervention should be used only as a last resort.

The recording of physical interventions at times lacks clarity, and in some cases, unapproved holds have been documented without sufficient detail to confirm what techniques were used. Managers have not identified or addressed these shortfalls through monitoring and evaluation processes. This lack of oversight limits opportunities for learning and improvement in practice.

Staff respond promptly and appropriately when children go missing from home. They are familiar with each child's individual plan and take immediate action to ensure their safety. Missing-from-home incidents are rare and have not reoccurred for children,

demonstrating the strength of relationships and the trust that children have in the staff team.

When children's needs or behaviours change, staff are proactive in identifying and implementing new strategies to support them. For example, the use of items such as sensory vests and cooling mats helps to promote children's comfort, regulation, and well-being.

There has been one allegation made during the inspection period. This was managed promptly and appropriately, with clear and robust processes in place. The welfare of the adult and child involved was prioritised throughout. The manager demonstrated a reflective and child-centred approach by writing a thoughtful letter to the child, reinforcing the positive relationship and ensuring that the child remained at the centre of all subsequent actions.

The effectiveness of leaders and managers: good

The manager demonstrates a strong commitment to providing high-quality care. She holds high aspirations for all children. Leadership is child centred, with a clear focus on promoting positive outcomes. The manager, alongside senior leaders, actively supports the professional development of the staff team and ensures that their well-being is prioritised. This proactive approach strengthens the team and enables staff to deliver consistently effective care to children.

Training activities are purposeful. All staff have completed training ensuring they have the knowledge and skills to safeguard and support children effectively. In addition, careful consideration is given to identifying further training events to meet the individual needs of children. This enables staff to deepen their understanding and provide tailored support, ensuring that children receive good quality care and support.

Staff report feeling well supported by leaders and managers. They demonstrate high levels of motivation and commitment, taking pride in their roles and showing dedication to meeting the needs of children. This positive staff morale contributes to a nurturing and consistent environment, which directly benefits the children in their care.

The manager has a comprehensive understanding of both the children and the adult staff team. They demonstrate strong advocacy on behalf of children, ensuring that additional support or resources are put in place where needed. This approach models effective advocacy and child-centred care to the staff team, promoting a consistent ethos throughout the home and reinforcing a culture where children's needs are prioritised.

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 registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— details of the child's behaviour leading to the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the effectiveness and any consequences of the use of the measure; and within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and has signed the record to confirm it is accurate; within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. Requirement 35 (3)(a)(ii)(iv)(v)(vii)(b)(i)(ii)(c)) In particular, ensure the intervention used within behaviour management is in line with policy and clearly recorded what use of intervention has been used. Any use of intervention should be evaluated for its effectiveness and appropriateness by the registered manager.	12 December 2025

Recommendations

- The registered person should work with the placing authority to ensure that each child's transition is planned and help each child to prepare for leaving, both practically and emotionally. ('Guide to the Children's Homes Regulations, including the quality standards, April 2015' page 57 paragraph 11.9)
- The registered person should ensure records of restraint must be kept and should enable the registered person and staff to review the use of control, discipline and restraint to identify effective practice and respond promptly where any issues or trends of concern emerge. The review should provide the opportunity for amending practice to ensure it meets the needs of each child. ('Guide to the Children's Homes Regulations, including the quality standards, April 2015' page 49 paragraph 9.59)

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: 1215521

Provision sub-type: Children's home

Registered provider: Resolute Care

Registered provider address: Unit 27, Trent South Industrial Park, Little Tennis St, Nottingham NG2 4EQ

Responsible individual: Paul Bancroft

Registered manager: Karen Foster

Inspector

Eleanor Quanbrough, Social Care Inspector

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