

1245829

Registered provider: Resolute Care

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately operated home provides care for up to 3 children with social or emotional needs.

Three children were living at the home at the time of the inspection. Two children were spoken to as part of the inspection.

The manager registered with Ofsted in November 2021.

Inspection dates: 10 and 11 March 2026

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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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: 4 March 2025

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/03/2025	Full	Outstanding
06/02/2024	Full	Outstanding
06/02/2023	Full	Outstanding
22/09/2021	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children have positive experiences while living in the home. Children who have moved on continue to speak warmly about the care and support they received. Children describe strong, trusting relationships with staff and reflect positively on the impact these relationships have had on their lives. For children who have transitioned into adulthood, the support they received at the home is remembered as a significant and positive influence on their development and confidence.

Families and professionals are overwhelmingly positive about the quality of care provided. Multiple professionals said they felt it was the best children's home they have worked with. They consistently recognise that the manager and staff place the needs and best interests of children at the centre of their practice. Communication between the families and professionals is strong and purposeful.

Children make exceptional progress from their starting points. Staff know children well and recognise that each child requires a different approach to communication and support. As a result, communication methods are carefully adapted to meet each child's individual needs. This personalised approach helps children to express their feelings and views confidently. Staff are skilled in using de-escalation and supportive strategies, which contributes to the low number of incidents and helps children feel safe and understood.

Children's voices are central to life at the home. There is clear evidence that children are regularly consulted about all aspects of their care. The manager and staff carefully consider how consultation takes place, particularly for children with additional needs, ensuring that methods are accessible and meaningful for each child. Children are encouraged to share their views and feelings, and these are consistently acted upon. Staff and the manager are strong advocates for children, ensuring their voices are heard not only within the home but also by external professionals.

Staff place strong emphasis on supporting children's identity, confidence and self-esteem. Praise and recognition are embedded in daily practice, with achievements celebrated in ways that reflect each child's individual starting points and progress. Children can try new activities and experiences, such as concerts, going on holiday and ice hockey games. Staff recognise the importance of these experiences and carefully record them through new experience records. This captures photos and memories for the child and contributes to each child's developing life story, providing positive memories they can reflect on in adulthood.

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

Safeguarding practice is strong and understood by staff. When allegations have arisen, these have been taken seriously. Appropriate safeguarding steps have been taken to ensure the child's voice is heard and concerns are thoroughly explored. Staff have

demonstrated diligence in responding to safeguarding matters and have worked appropriately with relevant professionals to ensure children's safety and wellbeing. Where further concerns have been identified, these are addressed promptly through multi-agency collaboration. However, there was a delay in ensuring that the child was kept fully informed throughout the process and provided with a clear update on the outcome of the allegation.

Physical intervention is rarely used within the home. There has been only one instance where physical intervention was required and this was proportionate. It was used solely to ensure the immediate safety of both the child and staff. The low number of incidents reflects the staff team's strong focus on building positive relationships and maintaining regular engagement with children. Staff know children well and are aware of individual triggers. They consistently apply the therapeutic approaches and effective de-escalation strategies to support children and reduce the likelihood of incidents occurring.

There have been occasions when children have gone missing from home. Staff have demonstrated a reflective and learning-focused approach in response to these incidents. Triggers for the child have been identified, and staff recognise the importance of maintaining trusting relationships, while providing clear and consistent boundaries. Work undertaken with the child around safe online use has helped the child to develop greater awareness and build stronger relationships with staff. This has contributed to a noticeable reduction in incidents of going missing.

The manager has shown persistence in advocating for a coordinated multi-agency response where there have been repeated incidents of going missing. The manager has worked closely with external professionals to ensure that risk assessments are regularly reviewed and that appropriate support is in place to keep the child safe. This proactive approach demonstrates a clear commitment to safeguarding and promoting the welfare of children.

Incidents of self-harm have been minimal. Staff support children through creative and individualised approaches that reflect their knowledge of each child's needs. For example, the use of supportive tools such as phone apps has helped children to manage their feelings and develop coping strategies. The staff team's strong relationship with children and their understanding of their individual emotional needs have been instrumental in supporting children to remain safe.

Notifications to Ofsted have been made following serious incidents. However, there have been a small number of occasions when these notifications have not been submitted within expected timescales. While the incidents themselves were appropriately managed, timely notifications are important to ensure full oversight by external safeguarding partners.

The effectiveness of leaders and managers: outstanding

The manager has safe and robust recruitment processes in place to ensure that only suitable adults work with children. Staff retention is notably strong. Since the last inspection, only one staff member has left. Most staff have worked at the home for a significant period of time. This has provided children with a high level of stability, consistency and familiarity in their care.

Staff work in a reflective and collaborative way to support children's progress. Team meetings and supervision sessions are held regularly and provide a structured opportunity for staff to review children's experiences, achievements and areas of need. These meetings place a strong focus on reviewing incidents and safeguarding matters and learning from events to improve future practice.

Training is a particular strength for staff and the manager. Staff complete a wide range of training, and the manager ensures that training is carefully aligned to the specific needs of the children living in the home. Staff demonstrate initiative and commitment to professional development, with some staff sourcing additional training independently to enhance their understanding of children's individual needs. For example, one staff member undertook specialist training regarding autism to better support a child living in the home. This knowledge was then used to develop an autism passport to help other people understand the child's needs and preferred communication style.

The manager knows both the staff team and the children well. She has a clear understanding of the team's strengths and areas for development. Staff report feeling well supported and valued by the manager. The manager has established a clear ethos that the home should feel like a family environment. This culture is embedded throughout the staff team, whose members share the same belief that the home should provide a warm, nurturing and homely environment for children.

The manager is a strong and determined advocate for children. Families and professionals consistently recognise the manager's commitment to ensure that children receive the best possible care and opportunities. She works persistently to ensure that children's needs are understood and met by the wider professional network. The manager's advocacy ensures that children's voices are heard and that they receive the support required to make positive progress.

The manager also encourages staff to think creatively about how they can engage and support children. Staff are supported to explore new ideas and approaches that help children develop confidence, skills and positive experiences. Research-informed practice is used to guide resources and strategies within the home to enable staff to continually build their knowledge and develop effective ways to support children. This reflective and innovative approach ensures that children benefit from well-informed care that promotes positive outcomes.

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

Recommendations

- The registered person should have a system in place so that all serious events are notified, within 24 hours, to the appropriate people. The system should cover the action that should be followed if the event arises at the weekend or on a public holiday. ('Guide to the Children's Homes Regulations, including the quality standards', page 83, paragraph 14.13)
- The registered person should ensure that children are listened to and enabled to report any allegations at the earliest opportunity. Staff should report any allegation of abuse immediately to a senior manager within the home. Any allegation of harm or abuse must be addressed in line with the home's child protection policy, including reassurance and outcomes provided to the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 44, paragraph 9.17)

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: 1245829

Provision sub-type: Children's home

Registered provider: Resolute Care

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

Responsible individual: Paul Bancroft

Registered manager: Joanne Fox

Inspector

Eleanor Quanbrough, Social Care Inspector

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