

1267537

Registered provider: Resolute Care

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately run home provides care for up to three children with social and emotional needs.

Three children were living at the home at the time of the inspection.

There manager registered with Ofsted.

Inspection dates: 18 to 19 February 2025

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: 5 March 2024

Overall judgement at last inspection: Good

Enforcement action since last inspection: None

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/03/2024	Full	Good
04/01/2023	Full	Outstanding
25/11/2021	Full	Outstanding
11/11/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children receive a standard of care that exceeds good. Children live in a home which feels warm and inviting, children like their bedrooms and these are personalised to their tastes. Children share that they like living at the home and feel settled there. They can identify staff that they can go to with their worries and they seek out hugs and reassurance from them. Staff respond to children with warmth and kindness.

Staff take a keen interest to understand the historical experiences of children, and this informs the therapeutic approach within the home. Children are supported to understand and express their big emotions in productive ways. Children respond well to staff's curious and empathetic style and are supported to feel calm quickly. Consequently children are extremely settled at the home. For one child this has meant a significant period of stability following numerous previous placement moves.

All children are in school and whilst not all making linear progress they are meeting personalised milestones. One child has been supported to attend a mainstream college after previously attending a specialist school. Staff have supported them to select a course of interest and as a result they are aspirational for their future. One education professional shared that staff go 'the extra mile' to ensure that children can engage fully in school trips and residential.

Staff are proactive to engage specialised services that meet the needs of children. One child has been supported to access a local group with a focus on building resilience and understanding how to make and maintain social relationships. Consequently, this child's confidence is growing, and they are establishing friendships at school.

One child is being well supported to transition to adulthood and their independence. Exceptional advocacy from the manager at the earliest possible point is ensuring their needs are fully understood by adult services. The child has been supported to meet with a child rights advocate who is ensuring their voice is heard in care planning.

Staff make children feel valued at the home. Their special achievements and unique experiences are recognised and documented. Children can explore their interests and hobbies. For one child this has meant being supported to undertake driving lessons and for another child a very special trip to Disneyland.

Staff model kindness and consideration for children. Children are supported to be 'good citizens' with staff and children engaging collaboratively in regular charity work. Children are supported to feel a part of the local community, and this offers a sense of belonging to them.

Children have a voice and are listened to in the home. They engage well in regular one to one discussion. These are both reactive to situations and planned in line with the

aims of their care plan. Children engage well with children's meetings and directed topics of discussion. These could be further strengthened by allowing opportunities for children to discuss their views on food, activities and other day to day aspects of their care at the home.

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

Staff work hard to ensure boundaries are consistently implemented with children and that there are clear and personalised daily routines. Children enjoy time together at the home but also get time individually in the community with staff. Therefore relationships between children are good and there are rarely serious incidents. This enables children to feel safe and relaxed at the home.

There have been no missing episodes at the home, children have good relationships with staff and enjoy spending time in their company, this is encouraging children to remain at the home and engage with planned activities. Despite this, staff have a good understanding of the actions they must take should children become missing and there are clear, detailed protocols for staff to follow.

Physical interventions have increased recently for one child. Staff always try alternative methods of de-escalation and distraction, and holds are only used as a last resort. Where holds have been utilised, they are accompanied by reassurance for the child and released as soon as the child is calm, this usually happens within a few minutes. There is a focus on repair following holds and a good level of reflection by the child and staff about why this was necessary and what could be done differently. The manager does not yet ensure that where she has been involved in holds that the child is given the opportunity to speak with an independent person to raise any necessary concerns or complaints.

Plans in place offer a clear sense of who children are and what they need from the adults caring for them. Risk assessments offer clear and practical advice for staff to follow. Plans set children's behaviours in the wider context of their experiences, recognising that behaviours are often a way for children to communicate their feelings.

Staff are benefitting from peer supervision with a specialist trainer in therapeutic approaches of care. This allows space for them to reflect and learn from each other and encourages creative responses to presenting behaviours. This is highly valued by staff and well embedded into practice.

There are clear procedures in place for the management of medications, one child was well supported to explore a wish to remove their medication with the full agreement of a doctor. Staff have been proactive to understand the physical and emotional impact that this could have on them whilst also advocating for their right to choose as they become an adult.

The effectiveness of leaders and managers: outstanding

Staff love working at the home. Staff are invested in the culture of the home as a nurturing space where children can reach their potential. Consequently, retention of staff is good, and this offers consistency for children.

Staff feel well supported by the manager, they feel she models positive practice within the home and is available to them for advice and guidance. Systems to support staff are excellent. Team meetings and supervisions occur regularly and afford staff the space where they can discuss children and learn from each other.

Staff are well supported when they join the home, there is consistent management oversight through a comprehensive induction and probation system. Staff valued the opportunity to learn from more experienced staff in the company and as a result felt well prepared to work within home.

There are robust recruitment checks in place and staff are enrolled onto the required qualification at the earliest possible point of their employment. Children are cared for by staff that understand how best to meet their needs.

The manager has developed a system of oversight and auditing the quality of care being provided to children. This helps her to understand how children are progressing in the home and practical matters that she can assist with. She has a deep understanding of the issues important to children and how the care at the home is helping them. The manager is completely invested in the children meeting their full potential and she spoke proudly of their achievements.

The home is visited regularly by an independent visitor. The manager does not yet ensure that the children's bedrooms are seen on each visit to ensure appropriate oversight.

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 an independent person visits the children's home at least once each month. When the independent person is carrying out a visit, the registered person must help the independent person— to inspect the premises of the home and such of the home's records (except for a child's case records, unless the child and the child's placing authority consent) as the independent person requires. (Regulation 44 (1) and (2)(b)) This specifically refers to the independent visitor ensuring that children's bedrooms are seen during each visit to the home.	04 March 2025

Recommendations

- The registered person should ensure that all incidents of control, discipline and restraint are subject to systems of regular scrutiny to ensure that their use is fair and the above principles as set out in 9.35 are respected- ensuring that debrief with children is completed by someone not involved in the hold. ('Guide to the children's homes regulations including the quality standards,' page 46, paragraph 9.36)
- The registered person should ensure that children are consulted regularly on their views about the home's care, to inform and support continued improvement in the quality of care provided. Due consideration should be given to the child's cognitive ability in the development and implementation of any consultation processes. Children should be able to see the results of their views being listened to and acted upon. ('Guide to the children's homes regulations including the quality standards,' page 22, paragraph 4.11)

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: 1267537

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: Annette Stock

Inspector

Louise Copping, 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 looked after children, 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 <http://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 2025