

1267537

Registered provider: Resolute Care

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately operated and provides care for up to 3 children who experience social and emotional difficulties.

At the time of this inspection, 3 children were living at the home. The inspector spoke with 2 children as part of the inspection.

The manager registered with Ofsted in 2025.

Inspection dates: 25 and 26 February 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: 18 February 2025

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/02/2025	Full	Outstanding
05/03/2024	Full	Good
04/01/2023	Full	Outstanding
25/11/2021	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The staff and manager provide exceptional and highly individualised support for children's education. Although staff are not teachers, they demonstrate creativity and determination in designing structured timetables that promote routine and aspiration.

Through persistent and effective advocacy, barriers to education are actively challenged. This is evidenced by the successful and prompt facilitation of a school visit for one child and the planned reintegration back to school for another.

Children's views, wishes and feelings are prioritised. Consultation processes are thoughtfully designed to be child friendly and meaningful, which enables children to influence decisions about their care. Staff ensure that children's voices are central to all planning, resulting in care that is responsive and consistently centred on the child.

Staff deliver weekly theraplay sessions following specialist training, offering each child consistent time and space to explore emotions safely. Sessions take place at the same time and in the same environment each week, reinforcing predictability and trust. Reflections are carried out and shared with the therapist, ensuring professional oversight and continuity. This well-coordinated approach demonstrates a strong commitment to trauma-informed and relationship-based care.

Children speak positively about their experiences and say they feel happy and safe. The inspector observed warm, nurturing relationships, including sensitive repair following difficult incidents. Life-story work is progressing meaningfully for one child and is having a significant positive impact. This is underpinned by secure and trusting relationships with staff.

Transitions from the home are exemplary. Planning for one child moving towards independence was robust and firmly centred on his wishes and best interests. The child was helped to remain beyond 18 to ensure a secure and positive ending, reflecting flexibility and commitment. The move was successful, and staff continue to provide appropriate ongoing support, demonstrating enduring care and advocacy into adulthood.

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

There has been a period of escalation followed by a sustained and measurable reduction in the use of physical intervention for one child. Leaders have exercised strong and proactive oversight throughout, responding with reflective and purposeful action. Practice has been carefully reviewed to ensure that all interventions remain necessary, proportionate, and firmly centred on the child's wellbeing and dignity.

Clear reduction plans, alongside robust monitoring and tracking systems, have enabled patterns and triggers to be thoroughly understood. This analysis informs tailored

strategies that are consistently applied by staff. Through regular team meetings and high-quality supervision, staff receive ongoing guidance and learning, strengthening their confidence and competence. Staff can clearly articulate the patterns identified and the strategies in place for the child. There is a shared understanding and a commitment to continually reducing incidents and improving outcomes for the child.

Children have not raised any complaints. The manager promptly managed one external complaint, investigating the concern and prioritising the repair of the affected relationship. This reflects a culture of openness and accountability. However, leaders and managers did not recognise the opportunity to strengthen learning for staff following this complaint.

Children's plans are detailed, regularly updated and responsive to new information. The recent introduction of 'Keeping Yourself Safe – Your Risk Assessment' provides clear, behaviour-focused guidance for staff, outlining how to recognise and respond to behaviours safely and consistently. A separate chronology clearly evidences when updates are made, ensuring that staff have a comprehensive understanding of each child's needs. This clarity contributes to safe, coordinated care.

There have been no allegations made against staff in this period. When a child raised an allegation relating to school, leaders acted decisively to safeguard and advocate on the child's behalf. Leaders and managers took appropriate steps and challenged decisions when necessary to promote the child's best interests. This demonstrates strong safeguarding leadership and an unwavering commitment to children's welfare.

There is a well-established culture of learning and reflection throughout the workforce. Incidents are reviewed thoughtfully, and practice is continually adapted to meet children's evolving needs. Staff demonstrate resilience, insight and a willingness to refine their approaches. This ensures that care remains responsive and restorative to a high standard.

The effectiveness of leaders and managers: outstanding

The manager embraces research-based practice and remains open to new and innovative strategies to meet children's evolving needs. Reflection on behaviours and past experiences informs day-to-day care, and staff demonstrate a deepening understanding of trauma and its impact. This commitment to learning ensures that practice is responsive, thoughtful and consistently child centred.

The manager is a strong and highly effective advocate for children, ensuring that the receive the best possible care and opportunities. Since her registration, she has clearly articulated her ethos and expectations, leading from the front and embedding therapeutic principles. There is an unwavering drive to improve outcomes and refine practice.

Professional supervision is regular, reflective and purposeful. Sessions are child focused while also supporting staff development and wellbeing. Learning is triangulated through

debrief discussions and team meetings, ensuring consistency of approach and shared accountability. This creates a culture where reflection, challenge and growth are routine aspects of practice.

There is a proactive and responsive approach to training and development. When risks are identified or opportunities to improve outcomes arise, additional learning is sought promptly. Staff report feeling well supported by the manager and senior leaders. Senior management provides effective oversight that strengthens the manager's confidence and leadership. This cohesive structure has created stability and ambitious care for children.

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

Recommendation

- The registered person should actively seek scrutiny of the home and make best use of information from internal monitoring to ensure continuous improvement. They should be skilled in anticipating difficulties and reviewing incidents, such as learning from complaints and practices towards children. They are responsible for proactively implementing lessons learned and sustaining good practice. ('Guide to the Children's Homes Regulations, including the quality standards', page 55, paragraph 10.24)

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 Street, Nottingham NG2 4EQ

Responsible individual: Paul Bancroft

Registered manager: Hannah Koszalka

Inspector

Eleanor Quanbrough, Social Care Inspector

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