

1277497

Registered provider: Hopscotch Care Limited

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 four children who may have social and emotional difficulties.

The home registered with Ofsted in June 2018. The previous registered manager left in March 2025. A new manager was appointed in March 2025. They have applied to register with Ofsted.

Three children were living at the home at the time of this inspection and spoke with the inspector.

Inspection dates: 13 and 14 August 2025

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	requires improvement to be good
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 13 August 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/08/2024	Full	Good
23/01/2024	Full	Good
08/06/2022	Full	Good
08/03/2022	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

The overall experiences and progress of children are compromised by shortfalls in the leadership and management of the home.

Children and staff have experienced unsettled times at the home due to the high level of staff turnover. One child said, 'I don't feel I can talk to people, because when I get to know someone, they leave.' All positions have now been successfully recruited.

The manager and staff support children's education. The manager remains persistent in their attempt to fully engage children in education. This has included supporting a child to change schools. This has led to improved educational attainment and attendance.

Children enjoy spending time engaging in different activities, including swimming, going for walks, playing on games consoles, imaginary play, going for drives and listening to music. This supports children to pursue their interests.

Children's bedrooms are personalised, and they have space for their personal possessions to be displayed, including figurines and photos. There is a relaxed and welcoming atmosphere in the home.

Staff support children to spend time with their friends and family. Staff maintain good communication with children's families. This provides children with a support network where they feel safe to maintain relationships with people who are important to them. One family member said, 'We hadn't seen each other for so many years, we have had to build that relationship again. Staff really explain things to me.'

Staff encourage children to become more independent and develop new skills, depending on their age and understanding. Children are encouraged to complete household tasks, including cooking, baking, keeping their bedrooms tidy and washing. This helps the children to learn the skills they will need as they become adults.

The staff are caring and dedicated about their role and the care they provide to children. They show commitment to the children, and this is reflected in the feedback from multi-agency professionals. One social worker said, '[Name of child] is doing well, making relationships with staff and starting to talk to staff about how they feel.'

How well children and young people are helped and protected: requires improvement to be good

The manager and staff do not show professional curiosity about the risks to children from online activities. As a result, children use their devices freely and without monitoring, which poses a significant risk to them.

Risk assessments provide information and include steps for staff to take in response to children's behaviour, as well as preventative steps. However, not all information included is up to date. This does not ensure that staff have all relevant information and strategies to support children.

Staff only use physical intervention as a last resort to keep children safe. When this has happened, staff have been able to talk about the incident to reflect on their feelings. On one occasion, a child did not have an opportunity to talk about their feelings and thoughts following an incident. This does not ensure that the child had the opportunity to reflect on the incident and for lessons learned to be considered.

There have been incidents of children going missing from the home. When children go missing, staff are quick to respond. Staff have a good understanding of the missing-from-home procedure. However, children have not always had an independent return interview. This is a missed opportunity to support children and reduce the risk of further incidents.

Staff take the time to listen to children and help them to understand their emotions. However, on one occasion, a child's concerns were not appropriately addressed. This does not ensure that children always feel supported.

Staff undertake training to ensure that they are suitably skilled to meet the individual needs of children. Training includes first aid, safeguarding, safe handling of medication, self-harm and ligature, sexualised behaviours and attention deficit hyperactivity disorder. This also helps to ensure consistency in staff practice.

There is good multi-agency working. A social worker said, 'The communication is brilliant.'

The effectiveness of leaders and managers: requires improvement to be good

Since the last inspection, there has been a change in manager. The previous registered manager left the role in March 2025. However, they have not voluntarily cancelled their registration. A new manager has been appointed and has applied to register with Ofsted.

The managers' internal monitoring systems have not been effective in identifying and responding to the weaknesses at the home. For example, managers' have failed to take appropriate action following an incident of physical intervention. This impacts on the oversight and care provided to children.

The manager has completed a six-monthly quality of care review. This includes feedback from professionals. However, the report does not consider feedback from children, parents and staff working with the children. This is a missed opportunity for the manager to fully evaluate the care provided to children effectively.

Serious incidents have not always been reported to Ofsted. This means that the regulator does not have sufficient oversight and scrutiny of the management of significant incidents.

Staff receive supervision in line with the home's statement of purpose. They attend team meetings, which provide opportunities for them to share information.

Staff say they enjoy working at the home and that they feel supported by the management team. One staff member said, 'As a new member of staff I feel very supported by my immediate colleagues and management and feel that if I was to have any worries or concerns, I would be listened to.'

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person. (Regulation 12 (1) (2) (a)(i)(v)) In particular, the registered person must ensure that children's risk management plans are up to date, allowing staff to access all relevant information to reduce risk to children. In particular, the registered person must ensure that staff understand and implement identified strategies to support children and reduce the risk of harm when using online devices.	10 October 2025
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to—	10 October 2025

lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(d)(e)) In particular, the registered person must review incidents that occur and evaluate the response from staff. In addition, the registered person should detail the actions that staff need to take.	
The children's views, wishes and feelings standard is that children receive care from staff who— develop positive relationships with them; engage with them; and take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— ascertain and consider each child's views, wishes and feelings, and balance these against what they judge to be in the child's best interests when making decisions about the child's care and welfare; help each child to express views, wishes and feelings; help each child to understand how the child's views, wishes and feelings have been taken into account and give the child reasons for decisions in relation to the child;	10 October 2025

regularly consult children, and seek their feedback, about the quality of the home's care; help each child to understand how the child's privacy will be respected and the circumstances when it may have to be limited; ensure that each child— is given appropriate advocacy support. (Regulation 7 (1)(a)(b)(c) (2)(a)(i)(ii)(iii)(iv)(v)(b)(iii)) In particular, the registered person must ensure that children are supported to express their views, wishes and feelings and that concerns raised are appropriately acted on.	
In meeting the quality standards, the registered person must, and must ensure that staff— seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans; seek to secure the input and services required to meet each child's needs; if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation (5 (a)(b)(c)) In particular, the registered person must ensure that arrangements are in place for missing-from-home interviews within 72 hours.	10 October 2025
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— the name of the child; details of the child's behaviour leading to the use of the measure;	10 October 2025

the date, time and location of 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 name of the person who used the measure ("the user"), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; 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; and 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. (Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c)(iv)) In particular, the registered person must ensure that the child is spoken to regarding the incident within 5 days of the use of the measure.	
The registered person must notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there;	10 October 2025

a child protection enquiry involving a child — is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e)) In particular, the registered person must ensure that when a serious incident occurs a notification is made to Ofsted.	
The registered person must complete a review of the quality of care provided for children (“a quality of care review”) at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children’s home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review (“the quality of care review report”). The registered person must— supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home.	10 October 2025

The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff.

(Regulation 45 (1) (2)(a)(b)(c) (3) (4)(a)(b) (5))

In particular, the registered person must ensure that that they have a system in place which allows them to monitor the matters set out in regulation 45 specifically relating to the opinions of children, parents and staff.

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: 1277497

Provision sub-type: Children's home

Registered provider: Hopscotch Care Limited

Registered provider address: 19 Lancaster Road, Carnforth, Lancashire LA5 9LD

Responsible individual: Scott Usher

Registered manager: Christine Riding

Inspector

Stacey Ilaboya, Social Care Inspector

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