

1277497

Registered provider: Hopscotch Care Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private company. It provides care for up to 4 children who may experience social and emotional difficulties.

At the time of the inspection, 4 children were living at the home. Three of the children spoke to the inspector about their experiences of living at the home.

The registered manager left the home in March 2025, and the registered manager's post is currently vacant.

Inspection date: 17 March 2026

Date of last inspection: 13 August 2025

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector has looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We identified serious and widespread concerns in relation to the care and protection of children at this assurance inspection.

Since the last inspection, one child has moved out of the home, and another child has moved in. There has been an increase in serious incidents during this period, including children going missing from home and incidents of self-injurious behaviour. All serious incidents have been reported to Ofsted in line with regulatory requirements.

Risk management plans do not reflect all known risks, and when new risks are identified, the safeguards in place to keep children safe are not clearly outlined. As a result, the plans do not provide staff with the guidance they need to manage risks effectively. On one occasion, a child was taken on a short break to a caravan without a risk assessment being completed. Although this did not impact the child's safety, it does not demonstrate effective or safe care practice.

There has been a high number of physical interventions. Children and staff complete a debrief after each incident. On one occasion, a child's pockets were searched after they took keys without permission; this action was not in line with the home's policy. The incident record did not clearly identify who completed the debrief with the child and lacked managerial oversight and evaluation, including whether the intervention used was reasonable and proportionate.

The home is large and spacious, but some areas require attention to ensure that the environment is clean and well presented. One child's bedroom requires a deep clean, there are locks fitted to 3 internal doors, and 3 fire doors were found wedged open. In addition, one child had been sleeping on their bedroom floor, and staff were not aware of this. These issues do not demonstrate that children are living in a consistently comfortable or safe environment.

Leaders and managers have not ensured training is prioritised for all staff to meet the needs of the children. Specific training on self-harm and suicidal ideation has not been undertaken by all staff. One child has a diagnosis of asthma, and no staff have undertaken any training. This does not ensure children are always safeguarded effectively.

There is currently no registered manager in post. One deputy manager remains in role, as the other has recently left to manage another home. The responsible individual continues to provide support to the deputy manager. Since the last inspection, leaders and managers have not maintained effective oversight of the home and there is a lack of professional curiosity and reflection following incidents.

Requirements made at the last inspection have not all been met and further shortfalls were identified at this inspection.

Following this inspection, a case review was held, and the decision was made to issue compliance notices under Regulation 12, the protection of children standard, and Regulation 13, the leadership and management standard.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/08/2025	Full	Requires improvement to be good
13/08/2024	Full	Good
23/01/2024	Full	Good
08/06/2022	Full	Good

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; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies; and that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(i)(iii)(v)(vi)(vii)(b)) Ensure that risk assessments include all children's known risks and vulnerabilities. Ensure that staff understand each child's individual risks and vulnerabilities. This must include possible ligature risks in the home.	10 May 2026

Ensure that staff understand what action to take to reduce known and emerging risks. Ensure that staff understand each child's individual risks and vulnerabilities. This must include possible ligature risks in the home. This includes any potential risks between children. Ensure that the manager reviews risk management strategies so they remain effective to help staff reduce risks.	
*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— 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's workforce provides continuity of care to each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(e)(f)(h)) Ensure that there are safe and effective management arrangements in place. Ensure a review of staff skills and knowledge is undertaken.	10 May 2026

Ensure that action is taken to address any gaps. This includes self-harm, suicidal ideation and ligature. Ensure that effective monitoring and review systems are in place. This is to help identify any shortfalls in staff practice to make continuous improvements to the care that staff provide for children.	
The registered provider must appoint a person to manage the children's home if— there is no registered manager in respect of the home; and the registered provider— is an organisation or a partnership; does not satisfy regulation 28; or is not, or does not intend to be, in day-to-day charge of the home. If the registered provider appoints a person to manage the home, the registered provider must, without delay, give HMCI notice of— the name of the person so appointed; and the date on which the appointment takes effect. (Regulation 27 (1)(a)(b)(i)(ii)(iii) (2)(a)(b)) In particular, the registered person must ensure that they appoint a registered manager.	10 May 2026
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—	10 May 2026

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; 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 upon. This was not reviewed at the inspection, and the requirement has been restated.	
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))	10 May 2026

In particular, the registered person must ensure that arrangements are in place for missing-from-home interviews within 72 hours. This was not reviewed at the inspection, and the requirement has been restated.	
In particular, the standard in paragraph (1) requires the registered person to— ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child. (Regulation 6 (2)(c)(i)) Specifically, the registered person must ensure that action is taken to address the internal locks on the door and that fire doors are compliant at all times. In addition, ensure that children are supported to have clean bedrooms.	10 May 2026
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; 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	10 May 2026

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 and that the child's record includes who the child spoke to. Additionally, the registered person should evaluate the incident to identify any learning and reflection.	
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.	26 April 2026

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.

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.

This was not reviewed at the inspection, and the requirement has been restated.

*These requirements are subject to a compliance notice.

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: Post vacant

Inspector

Michelle Snape, 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 children looked after, 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://reports.ofsted.gov.uk>.

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 2026