

2510847

Registered provider: Hopscotch Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home registered with Ofsted in April 2019 and is operated by a private organisation. It provides care for one child who may experience social and emotional difficulties.

The manager registered with Ofsted in December 2021. The registered manager has been absent from work since May 2025. An interim manager was appointed in July 2025.

There was one child living at the home at the time of the inspection.

Inspection dates: 16 and 17 December 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: 10 September 2025

Overall judgement at last inspection: inadequate

Enforcement action since last inspection: A monitoring visit took place on 24 October 2025 to review the progress made in relation to the two compliance notices issued under regulation 12, the protection of children standard, and regulation 13, the leadership and management standard. Following the visit, Ofsted determined that the provider had not taken sufficient action to meet the requirements set out in

the compliance notices. As a result, the compliance notices were issued again 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
10/09/2025	Full	Inadequate
09/10/2024	Full	Good
10/05/2023	Full	Good
12/04/2022	Full	Good

Inspection judgements

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

Staff know the child well. The child is building good relationships with staff. However, on one occasion, the child expressed a wish to make a complaint about professionals. This was not actioned. This does not ensure that the child always feels listened to.

The home was nicely decorated for Christmas. There is a relaxed and welcoming atmosphere in the home. The child's bedroom is personalised, and they have their personal belongings on display. One door needed replacing due to recent damage. This was replaced during the inspection.

The child does not attend education. The manager and staff try to support the child to attend. Staff help the child to learn and develop new skills in line with their age and understanding. This includes using the washing machine, shopping, and preparing meals. This helps to promote the child's independence.

The child enjoys a range of activities and different experiences. These include playing ice hockey for a local team, darts, pool, and video games. The child was proud to show the inspectors their ice hockey kit.

The child is supported to spend time with their family and friends. This supports the child to maintain relationships with people who are important to them.

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

Staff understand the child's risks and vulnerabilities.

There have been incidents of the child going missing from home. When the child goes missing, staff respond in line with the child's individualised plan. The staff know the missing-from-home procedures. However, on one occasion, staff did not follow these procedures.

The child's risk assessment provides relevant information and outlines the steps staff need to take to support the child. Strategies to support the child are included in the child's behaviour support and safety plan.

Staff do not use physical intervention. Staff use all available distraction or de-escalation techniques to prevent the need for physical intervention. This reflects the agreed strategies set out in the behaviour support plan.

Safer recruitment processes are followed, which means that staff are recruited safely. Recruitment checks ensure that only suitable staff are employed to work with children in the home.

There is good multi-agency working. One professional said, 'I am kept up to date and don't feel out of the loop.'

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

The registered manager has been absent from the home since May 2025 due to personal circumstances. An interim manager has been overseeing the home since July 2025.

Leaders and managers have worked to address the concerns raised at the last inspection. Sufficient action has been taken to address the compliance notices raised at the last inspection.

The interim manager is not always present in the home, although staff and the child can contact her by telephone. The interim manager manages another home in the organisation. On one occasion, the team meeting included information for both homes. This does not ensure the home is managed in line with registration.

The management oversight of significant incidents is not consistently robust. This could lead to confusion about all actions taken by staff to keep the child safe. The interim manager has introduced new systems to support the management oversight. However, changes are not fully embedded into everyday practice.

Staff attend regular team meetings, supervision sessions, and development days. These sessions offer valuable opportunities for staff to reflect on their practice and explore ways to better support the child.

Staff access a range of training opportunities. This ensures that staff have the skills and knowledge to meet the child's individual needs.

Staff speak highly of the managers and the support provided to the team. One staff member said, 'Managers are great and supportive.'

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 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 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)(f)) The registered person must ensure that the home is managed in line with the registration. The registered person must ensure that leaders and managers have effective oversight of significant incidents.	23 January 2026
The children's views, wishes, and feelings standard is that children receive care from staff who— develop positive relationships with them;	23 January 2026

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— help each child to express views, wishes and feelings; ensure that each child— is enabled to provide feedback to, and raise issues with, a relevant person about the support and services that the child receives; Regulation 7 (1)(a)(b)(c) (2)(a)(ii)(b)(i)) The registered person must ensure that children are supported to make complaints about the care they receive from external professionals.	
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; 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)) The registered person must ensure that when a serious incident occurs, a notification is made to Ofsted in line with the guidance.	23 January 2026

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: 2510847

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: Keri Alston

Inspectors

Stacey Ilaboya, Social Care Inspector
Karen Andrews, Social Care Inspector

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