

2538267

Registered provider: Vcare-24 Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private company. It provides care for one child who experiences social and/or emotional difficulties.

At the time of this inspection, one child was living at the home. The child was spoken with during the inspection.

The home has been without a registered manager for 11 months. The provider has appointed a new manager and their application is under review. The new manager was present during the inspection.

Inspection dates: 4 and 5 November 2025

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 21 October 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/10/2024	Full	Good
05/09/2023	Full	Good
31/01/2023	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff always place the child's well-being at the centre of their practice and are committed to achieving the best outcomes for them. The child's achievements are celebrated and appropriately rewarded. The child's day-to-day needs are met, such as routine, privacy and personal space, and there are enjoyable meals that meet the child's cultural needs.

The child has appropriate and assessed contact with their family and friends. They are supported and encouraged to spend time with family, and no unnecessary restrictions are in place. Staff work proactively and positively with the child to promote meaningful and safe arrangements.

Staff have a clear understanding of the individual risks for the child and are consistent in their approach, supporting the child to spend regular time with family members safely. This makes the child feel listened to, strengthens the child's identity and reduces risk. Age-appropriate boundaries are in place, which promotes positive behaviour.

Managers and staff have worked effectively in partnership with education providers to advocate for the child's return to daily education. The child is attending education and is making significant progress. Staff have been creative and have used the child's interests as opportunities for them to learn and develop new skills.

The child is in good health and has access to local health services, including dentists, when they need them. The child's current health needs are met through meaningful key-work sessions and access to specialist support agencies.

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

Staff have a good understanding of the risks for the child and have reduced these. Staff help the child to understand risks, and these are clearly documented in the child's plans. Staff are skilled in engaging the child in reducing risk because of the positive relationships they have built with them.

Staff avoid using any form of physical intervention with the child and use a range of other ways to support them. This includes supporting the child to express difficult feelings in constructive ways. Staff also provide a consistent routine and structure to the child's day. This has helped the child to feel safer in the home.

Managers and staff are responsive to the child. Staff use reflection and lessons learned from incidents that have occurred. This leads to changed practice, and learning is captured in the child's plans. The child's plans are understood and followed by the staff team. This provides consistent support to the child at the times they may find most difficult.

Managers share concerns with external safeguarding partners appropriately. If there are concerns regarding staff behaviour, managers follow the policies and procedures to deal with these. They also seek advice from professionals with responsibilities for safeguarding children.

Episodes of the child going missing from the home have reduced. The child engages with staff's calls and checks when they are out in the community. Surveillance in the home has reduced as the child has made positive choices around their own safety. However, independent return home interviews have not always been completed with the child after episodes of them going missing.

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

The provider has not appointed a suitable registered manager for over 11 months. The deputy manager, interim managers and the staff team have supported the home during this period. The deputy manager and senior staff have carried out some management responsibilities in the home.

The new manager's application is being processed. The new manager has recognised and addressed some shortfalls in the home since arriving. This includes other professionals not regularly visiting the child in the home and unclear communication from them to the child. The manager addresses these concerns directly with professionals and via escalation.

The new manager has only been in post for less than two months but recognises the progress the child has made from their starting point and the key role that staff have played in supporting this. The manager recognises staff's strengths and ensures that the child is supported by their preferred staff.

Staff are supported through regular supervision, which is reflective and constructive. The new manager gives staff feedback on their skills and practice. This helps them to develop in their role and feel supported. The new manager is bringing staff appraisals up to date.

New staff receive an induction and shadowing opportunities when they start work. Managers have improved the induction systems and have ensured that in recent months there has been consistent staffing for the child in the home.

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 provider must appoint a person to manage the children's home if— there is no registered manager in respect of the home. (Regulation 27 (1)(a)) In particular, the registered provider must take swift action to appoint a suitable registered manager.	18 December 2025

Recommendation

- The registered person should ensure that when a child returns to the home after being missing from care or away from the home without permission, the responsible local authority provides an opportunity for the child to have an independent return home interview. The home should take account of information provided by such interviews when assessing risks and putting arrangements in place to protect each child. ('Guide to the Children's Homes Regulations, including the quality standards', page 45, paragraph 9.30)

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: 2538267

Provision sub-type: Children's home

Registered provider: Vcare-24 Limited

Registered provider address: Unit 10, Halifax Way, Pocklington Industrial Estate,
Pocklington, York YO42 1NP

Responsible individual: Luke Gomersall

Registered manager: Post vacant

Inspectors

Carol Jagger, Social Care Inspector
Sarah Adotey, Social Care Inspector

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