

2570084

Registered provider: Consistent Quality Support Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private company. It offers care for one child who may have learning disabilities or experience social and emotional difficulties.

There has been no registered manager since January 2025.

At the time of the inspection, one child was living in the home and contributed to the inspection.

Inspection dates: 16 and 17 September 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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 24 April 2024

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/04/2024	Full	Requires improvement to be good
08/08/2023	Full	Good
15/06/2022	Full	Good
02/02/2022	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

The child has made remarkable progress when measured against their starting point, and the improvements achieved across various aspects of their life are significant. This progress reflects the consistent and tailored care provided to the child by staff.

Staff provide the child with opportunities to develop positive and trusting relationships with adults in the home. Staff demonstrate a deep understanding of the child's needs and provide consistent, predictable care. This stability has enabled the child to thrive and feel secure within their home environment. When speaking about their child's progress, the child's parent shared, 'These are the only people that have worked with [child] and for [child] in their best interest.'

Staff go above and beyond to facilitate and support family time, which has had a particularly positive impact on the child and their ongoing relationship with their family. Staff's commitment to this has strengthened familial bonds and contributed positively to the child's emotional well-being.

Staff support the child to experience a well-rounded childhood, enjoying positive experiences with staff, family members and friends. Staff actively promote these opportunities, ensuring that the child can engage meaningfully in relationships that matter to them.

Staff support the child's education well by taking a flexible and creative approach in line with the child's needs. Staff ensure the child has a structured routine and learning opportunities beyond formal education, working collaboratively with education partners to ensure there is a holistic approach.

Meaningful conversations between staff and the child are a notable strength. These discussions are natural yet purposeful, reflecting staff's insightful understanding of the child's needs. Effective systems are in place to track and monitor these interactions, ensuring they remain relevant and beneficial to the child's personal development.

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

Care and support plans and risk assessments are detailed and effectively complement one another. These documents provide clear guidance to staff, enabling them to understand and meet the child's individual needs safely and consistently.

During this inspection period, there has been a significant reduction in behavioural incidents, which reflects the progress made by the child in becoming more settled and a development in staff's thorough understanding of their needs. When incidents have occurred, staff have responded promptly and appropriately, adhering to the child's

support plan. The consistent use of de-escalation techniques has been effective, highlighting staff's skills in managing challenging behaviours with sensitivity and care.

Staff support the child to develop their own emotional awareness and development of positive coping strategies. This approach promotes the child's emotional resilience and reduces the likelihood of incidents escalating.

Staff use physical intervention only when necessary, and its application has been appropriate and proportionate. Staff demonstrate a clear understanding of safe and respectful practice regarding physical intervention, ensuring the child's dignity and well-being are always maintained.

Senior leaders respond swiftly and effectively to any concerns about staff practice, following safeguarding policies and procedures rigorously. This robust oversight supports a culture of safety and accountability within the home.

Furthermore, good fire safety practices are embedded into daily routines. Staff actively support the child to understand fire safety, helping to promote their awareness of risks and personal responsibility for their own safety.

Overall, the home provides a safe and nurturing environment where the child is protected and supported to thrive.

The effectiveness of leaders and managers: good

The home has been without a registered manager since January 2025. The provider has taken appropriate steps to recruit a suitable candidate. However, there have been matters that have prevented a manager registering with Ofsted to date. A manager was recruited and applied to register with Ofsted, but they withdrew their application and left their employment. A new manager has been appointed and is due to register with Ofsted once they commence employment.

In the interim, good oversight has been maintained by the responsible individual and a covering manager. Their consistent presence in the home has provided stability for both the child and the staff team, contributing positively to the overall environment and outcomes for the child.

Staff report feeling well supported by their colleagues, as well as by leaders and managers. Regular supervision takes place, ensuring that staff receive ongoing guidance and professional development.

The quality of supervision has improved notably during this period. Supervision sessions are now more reflective in nature, with records demonstrating thoughtful discussion and clear focus on professional growth. This progress addresses previous recommendations effectively.

Staff value opportunities for reflective practice, which enable them to share ideas and enhance their responses to the child in their care. This collaborative approach supports continuous improvement in the quality of care provided.

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; 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))	12 November 2025

Information about this inspection

The inspector has 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: 2570084

Provision sub-type: Children's home

Registered provider: Consistent Quality Support Limited

Registered provider address: Mill 1 Unit C1, Pleasley Business Park, Mansfield NG19 8RL

Responsible individual: Debra Dawson

Registered manager: Post vacant

Inspector

Chloe Harvey, Social Care Inspector

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