

2591499

Registered provider: Vcare – 24 Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private provider. It provides care for up to two children with learning disabilities.

At the time of the inspection, one child was living at the home.

The manager registered with Ofsted in January 2025.

Inspection date: 12 November 2025

Date of last inspection: 13 August 2025

Judgement at last inspection: 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 the following serious and widespread concerns in relation to the care or protection of children at this assurance inspection:

- Staff do not always follow behaviour management strategies.
- Staff do not always use the least restrictive physical intervention techniques.
- Leaders do not put strategies in place to ensure that children are fulfilled and can participate in daily life.

The registered manager is relatively new and leading the home through a period of significant change. These changes have created a less-experienced workforce. Leaders are aware that both the registered manager and staff require support to be able to provide children with stable and nurturing care.

Staff practice is not consistent with behaviour management strategies. Staff actions have contributed to the child becoming upset or anxious, leading to avoidable incidents. Staff have had to hold the child to keep them safe, in situations in which other strategies could have reduced the child's distress. The child's records show that staff do not always use the least restrictive holds when physical intervention is used.

Staff do not always review risk assessments and safety plans promptly when strategies are not effective. As a result, the child's opportunities to attend education or take part in activities has been reduced. Leaders have not shown persistence to find alternative ways to help the child manage risk while maintaining a positive daily routine.

The home requires attention to ensure that it feels welcoming and well maintained. Leaders have not repaired damage quickly enough, which stops the premises from having a homely feel. However, staff do ensure that the home is kept clean and tidy.

Leaders have decided that the child will move from the home, as this is considered to be in their best interests. This decision follows a period of instability and inconsistent care. The child's move was not well planned, with plans for his future not confirmed until the day of moving or communicated with them.

Monitoring and review systems do not consistently identify shortfalls in staff practice. When concerns are highlighted, learning is not always shared effectively or followed up to check that improvements are made. This limits the home's capacity to learn from incidents and strengthen practice quickly. Notifications of incidents are not always made to Ofsted in a timely way.

Following a case review on 17 November 2025, which confirmed that there are serious and widespread concerns at the home, two compliance notices under

regulation 6, quality and purpose of care standard, and regulation 13, leadership and management standard, were made.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/08/2025	Full	Good
11/06/2024	Full	Good
05/03/2024	Full	Requires improvement to be good
19/07/2022	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 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 must comply within the given timescales.

Requirement	Due date
*The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— protect and promote each child's welfare; provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background; make decisions about the day-to-day arrangements for each child, in accordance with the child's relevant plans, which give the child an appropriate degree of freedom and choice; and provide to children living in the home the physical necessities they need in order to live there comfortably. (Regulation 6 (1)(a)(b) (2)(b)(ii)(iv)(ix)(vii)) In particular, the registered person must ensure that children have personalised plans in place that recognise children's specific needs and risks and direct staff practice to meet children's needs. The registered person must ensure that staff follow individualised plans and make day-to-day decisions that support positive outcomes for children, including but not limited to attending education and a range of activities.	2 January 2026

The registered person must also ensure that the home is clean and provides an environment that is homely and not institutionalised. This specifically relates to ensuring that repair works are carried out in a timely fashion and to a good standard.	
*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 to 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 have the experience, qualifications and skills to meet the needs of 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)(c)(f)(h)) In particular, leaders and managers must ensure that there are appropriate plans in place to ensure that children receive care in line with the statement of purpose. The registered person must ensure that staff have the skills and experience to deliver a consistent behaviour management approach that enables children to achieve positive education and enjoyment outcomes. The registered person must ensure that monitoring and review systems provide insight to the quality of care children receive, and information captured improves this care for children.	2 January 2026

The registered person must also ensure that staff attain the required qualification within appropriate timescales.	
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (3)(d)) This requirement is restated.	31 August 2026
Restraint in relation to a child must be necessary and proportionate. Regulation 20(2) In particular, the registered person must ensure that staff use all behaviour management strategies outlined in their policy to avoid the need for restraint. The registered person must also ensure that when restraint is required, staff use the least restrictive holds available to them.	2 January 2026

*Requirements are subject to a compliance notice.

Recommendations

- The registered person should have a system in place so that all serious events are notified, within 24 hours, to the appropriate people. The system should cover the action that should be followed if the event arises at the weekend or on a public holiday. Notification must include details of the action taken by the home's staff in response to the event. ('Guide to the Children's Home Regulations, including the quality standards', page 63, paragraph 14.13).

Children's home details

Unique reference number: 2591499

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: Kevin Goy

Inspector

Vikki Thwaites, Social Care Inspector

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