

2633026

Registered provider: Truly Care Services

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is operated by a private provider. The home provides cares for one child who has a learning disability. The child was spoken to during the inspection.

The manager registered with Ofsted in August 2021.

Inspection dates: 23 and 24 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: 8 October 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/10/2024	Full	Good
27/02/2024	Full	Good
11/01/2023	Full	Good
02/03/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

One child continued to live in this home since the last inspection. Staff put the child's well-being at the centre of their care practice. The child is supported by a nurturing and dedicated group of staff, who hold high aspirations for the child's development.

The child receives individualised care from staff who know him exceptionally well. His care plan is detailed and informative, reflecting a sound understanding of his specific needs. This insight enables staff to provide consistent, tailored support. The child enjoys warm, positive relationships with staff, and their shared time together has served to strengthen their relationships.

The child will eventually move from this home to an adult provision. The manager and staff are strong advocates to ensure this move is to the right provision and that the child's progress is sustained. Leading up to this move, staff are building on the child's independent living skills and encouraging this development. For example, he is learning to carry out personal care routines independently, to dress independently, to make choices and to continue to develop communication skills.

The child has been supported to overcome barriers to education. He had been out of a formal education setting for several years. Education has been provided by an alternative provider, within the home. This has helped the child to make significant progress from his original starting point when moving to the home. Staff and the in-house tutor implemented effective support plans to assist the child to transition to college, working at his pace to minimise any anxiety this could cause. One professional said, 'He has made remarkable progress from his initial starting point, and he is now attending college. Previously when I started working with [name], I would never have imagined this could have been possible. This is excellent progress.'

The child has life-enriching experiences. He has been on various holidays, goes on walks in the countryside and bike rides and has been supported to build friendships. Staff ensure that photos are taken to ensure the child has a lasting memory of these experiences. When the child developed an interest in music, managers were able to provide weekly sessions with a music therapist to encourage and support this interest.

Staff are skilled at helping the child to communicate their wishes and feelings. They understand the individual ways in which he communicates, for example, Makaton signing, the sounds he uses to make choices and express wishes and the use of electronic communication systems. There is good use of social stories, pictures and symbols to strengthen daily routines and support the child to understand appropriate behaviours and social situations.

The manager and staff ensure the child's health needs are met. He is registered with all health services and appointments are up to date. Staff promote a healthy balanced diet and daily exercise.

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

Safeguarding the child, both in and out of the home, requires a high level of planning. Risk assessments are clear and guide staff in what they must do to reduce the risks to the child. Risk assessments are reviewed to reflect the current levels of risk. This means, when possible, the child can experience new challenges and develop new skills while remaining safe.

Staff have a good understanding of the model of care used in the home. This helps them to provide clear and consistent boundaries for the child, which they respond to positively. One professional said that the quality of care, routines and boundaries provided by staff are the reasons the child has been able to thrive.

The location risk assessment provides staff with sufficient information to safeguard children from risks in the community. However, the manager has not consulted relevant people about the appropriateness of the location and any risks associated with the area.

There is a robust medication process in place. When a medication error occurred, the manager ensured that action was taken in response. Staff have received extra training and support. This has prevented further errors.

The child rarely needs to be held by staff, and they are clear that this is a last resort. They feel that this can be avoided due to their relationships with the child. When the child is held, it is proportionate to the level of risk, and the child is spoken to. However, records do not consistently include the duration of each hold used. Also, staff do not receive debriefs after incidents of holding the child. This is a missed opportunity for staff to reflect on the incident and ensure lessons are learned.

Recruitment records do not show attention to detail. This particularly relates to gaps in employment that have not been explored. Consequently, this increases the risk that unsuitable staff may be employed at the home to care for children.

The effectiveness of leaders and managers: good

The registered manager has high aspirations for the child and is motivated by achieving the best outcomes for him. He leads by example, with commitment and a vision that is clearly and continually conveyed to staff. Staff feel supported by the manager and enjoy working in the home. There is an ethos of working as a team and supporting each other to meet the needs of the child. One staff member said, 'He is the best manager I have ever worked with in my career. He's one in a million.'

Staff receive well-structured training that is tailored to the individual needs of the child. Training is delivered in various ways to support different learning styles. The manager

has clearly defined staff's roles and responsibilities, enabling greater involvement in all aspects of care. All staff are either qualified or working towards the required qualifications. This focus on learning and development enhances staff knowledge and skills and the quality of care provided.

The staff benefit from ongoing support, reflective supervision and constant guidance from managers. This is further strengthened through team meetings. Staff can share their views openly, and they feel their views are supported and respected. There is an ethos of teamwork and supporting each other to meet the needs of the child.

The manager carries out regular reviews and audits to maintain clear oversight. Any relevant findings are shared with the team to support learning and development. Management monitoring is also aided by monthly independent visitor reports. The manager describes the visitor as a 'critical friend' and ensures there are consistent, ongoing opportunities for development and improvement.

The manager has well-established working relationships with a wide range of external professionals and the child's family. Professionals are overwhelmingly positive and say that the child is making good progress in several areas. One said, 'They have transformed his life.'

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 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 (1) (3)(d)) This specifically relates to the manager ensuring that robust safer recruitment procedures are implemented and adhered to when appointing staff to work at the home, ensuring gaps in employment are explored.	27 October 2025
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— a description of the measure and its duration; 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)(iv)(b)(i)(ii)(c))	27 October 2025

This specifically relates to the manager ensuring staff debriefs are completed after a restraint and that records are clearly written and include the duration of each hold used.	
The registered person must review the appropriateness and suitability of the location of the premises used for the purposes of the children's home at least once in each calendar year taking into account the requirement in regulation 12(2)(c) (the protection of children standard). When conducting the review, the registered person must consult, and take into account the views of, each relevant person. (Regulation 46 (1) (2))	27 October 2025

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: 2633026

Provision sub-type: Children's home

Registered provider: Truly Care Services

Registered provider address: Olive House, Blake Street, Mansfield Woodhouse,
Nottinghamshire NG19 9NT

Responsible individual: Shekainah Moley

Registered manager: Ntshuxeko Bandi

Inspector

Zoey Lee, Social Care Inspector

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