

2636743

Registered provider: Family First Care Services Ltd

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private provider.

It offers care for up to three children who may experience social and/or emotional difficulties.

At the time of this inspection, three children were living in the home. The inspector spoke to two of the children.

The home and manager registered with Ofsted in July 2021.

Inspection date: 20 November 2025

Date of last inspection: 30 April 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 did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Children are able to engage in activities that reflect their interests and passions. One child loves ice skating and staff have ensured that they have the right equipment and time to enjoy this activity. Children are supported to attend the gym and other social activities that they request. Leaders and managers understand children's growing autonomy and the need to spend time with their friends and family. They ensure that children are safe when out in the community, and they also maintain details of children's friends and family.

When children go missing, staff work effectively with partner agencies and follow the missing-from-home protocols. If children are away from the home for longer periods to spend time with their families, staff liaise with the local authority and keep in touch with the children and their carers.

When incidents occur, staff confidently use de-escalation strategies to ensure that they are responded to calmly. Children are supported to understand how to make positive choices that do not place them and others at risk of harm. Debrief discussions are held with children following incidents of concern. These discussions offer the opportunity for them to reflect and to learn new ways of regulating their emotions in positive ways. The debriefs are further supported by purposeful one-to-one discussions that help the children to recognise and understand their vulnerabilities and how to stay safe.

Staff are adept at building relationships with children that help them to feel safe and secure in the home. Risk assessments and behaviour management plans help staff to use effective bespoke strategies to support each child's progress. However, risk assessments and behaviour management plans are not consistently updated. This leads to staff not having up-to-date information about children and how best to support them.

Restraint rarely occurs in this home. Staff use their relationships with children to support positive behaviour. However, when a serious incident involving a restraint occurred on one occasion, leaders did not ensure that appropriate notifications were made to the regulator.

Children who are at risk of substance misuse are supported to understand the impact that this has on their health and well-being. Room searches are undertaken appropriately to ensure that children do not have harmful substances in the home. Children are supported to understand the rules of the home and why these are necessary to ensure their safety.

Leaders and managers are keen to ensure that children have the best outcomes and quality of care. Staff find managers supportive and feel that they receive training appropriate to the needs of the children in their care.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/04/2025	Full	Good
18/12/2024	Full	Good
11/03/2024	Full	Good
21/03/2023	Full	Good

What does the children's home need to do to improve?

Recommendations

- The registered person should ensure that they notify Ofsted if one of the situations specified in regulation 40(4)(a)-(d) occurs. In particular, this refers to notifying Ofsted if there is an incident relating to the protection, safeguarding or welfare of a child living in the home which the registered person considers to be serious, in particular serious incidents involving restraints (40 (4)(e)). ('Guide to the Children's Homes Regulations, including the quality standards', page 63, paragraph 14.10)
- The registered person should ensure that staff should continually and actively assess the risks to each child and the arrangements in place to protect them. Where there are safeguarding concerns for a child, their placement plan, agreed between the home and their placing authority, must include details of the steps the home will take to manage any assessed risks on a day to day basis. In particular, should ensure that risk assessments for each child are kept up to date and behaviour management plans are regularly reviewed. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.5)

Children's home details

Unique reference number: 2636743

Provision sub-type: Children's home

Registered provider: Family First Care Services Ltd

Responsible individual: Nicole Thomas

Registered manager: Lia Kaleb

Inspector

Angela Reid, Social Care Inspector

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