

2660603

Registered provider: Resolute Care

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned home that provides care for up to three children who may require support with emotional and social difficulties.

The manager registered with Ofsted in 2021.

Three children were living at the home at the time of this inspection and two children were spoken to.

Inspection dates: 6 and 7 August 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: 14 January 2025

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/01/2025	Full	Outstanding
05/03/2024	Full	Outstanding
17/08/2022	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

The home is well presented and provides a fresh, warm and welcoming environment. Recent renovations, including updated décor and new furnishings, have further enhanced the atmosphere. Children are supported to personalise their living spaces, helping them to feel settled and to support a sense of belonging.

Families and professionals provide positive feedback about the quality of care, communication and support offered by staff. One professional said, 'I could not have wished for better for the child.' This reflects the strong, trusting relationships that children and professionals have with the staff at the home.

For children welcomed to the home in an emergency, staff consider how best to provide a positive introduction and how to support them to settle quickly. For two children, leaving the home was well planned, positive and tailored to their individual needs. As a result, children have experienced smooth and supportive moves both into and out of the home.

The use of caring and respectful language by staff is not yet consistently embedded across all areas of practice. The 'Supporting You, Supporting Change' document is presented as being written in the child's voice; however, it does not accurately reflect the child's own words or lived experiences.

Children's experiences at the home are varied. Warm, nurturing and positive relationships were observed between children and staff, which contribute to their enjoyment of living at the home. However, one child has experienced inconsistent care and a lack of understanding of their diagnosis and specific needs, which has adversely affected the progress they have been able to make.

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

The staff do not implement formal consequences as part of behaviour management. Instead, they prioritise positive reinforcement through consistent praise and reward systems. Children are supported through individual, one-to-one discussions, which aim to help them reflect on their behaviour and develop appropriate coping strategies. This approach promotes a respectful and supportive environment.

There has been one allegation made by a child about staff. Safeguarding procedures were followed robustly, with prompt and ongoing escalation to the local authority where required. Leaders and managers ensured the child's safety remained the paramount concern throughout the investigation.

The staff demonstrate a clear awareness of missing-from-care protocols and the procedures required to safeguard children effectively. A strong multi-agency approach

has been implemented to support a child who frequently goes missing from home and is identified as high risk. However, risk assessments and support plans remain generic and are not sufficiently individualised to reflect each child's specific needs, including their age and developmental levels. This hinders the ability to provide tailored support that meets the unique vulnerabilities of each child.

Physically holding children is used only as a last resort and has generally been appropriate and proportionate to the child and their behaviours. However, records lack sufficient detail regarding the de-escalation techniques employed. Additionally, there is no clear guidance for the staff on which specific physical intervention holds are appropriate and individualised for each child in their behaviour plans. Managers have not consistently evaluated the appropriateness and effectiveness of physical intervention use within their monitoring processes, limiting opportunities for reflective practice.

Incidents of self-harm for children have not consistently been managed in line with their safety plan. Crucial responses, including offering medical support, conducting room searches and ensuring appropriate monitoring during periods of crisis, were at times omitted. This inconsistency undermines the children's safety and the effectiveness of safeguarding procedures, with inconsistent approaches to children.

The effectiveness of leaders and managers: good

The manager demonstrates a strong commitment to providing a high standard of care for the children. She has a thorough understanding of the individual needs of the children and the staff, fostering positive relationships that support a nurturing environment.

The manager holds regular and effective supervision sessions with the staff to address their welfare, reflective practice and agreed actions. Monthly team meetings are well attended, providing a forum for discussing children's needs and agreeing on individual care planning. This has supported the learning, reflection and development of the staff team.

Staff report feeling well supported by leaders and managers. They value the open and transparent communication within the team. They demonstrate a good understanding of missing-from-care protocols and safeguarding measures to keep children safe. Staff morale is high, and they express enjoyment in their work. This is a clear strength that has a positive effect on the quality of care provided to children.

Staff recruitment processes are robust and thorough, ensuring that only suitable candidates are appointed. The manager has effective mechanisms to review and monitor the ongoing suitability of staff regularly, maintaining high standards of safeguarding and care at 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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(i)(iii)(v)(vi)(vii)(b)) In particular, ensure that staff and the manager respond in line with a child's safety plan when there is a concern of self-harm to ensure the child is safe from further harm.	3 October 2025
The registered person must prepare and implement a policy ("the behaviour management policy") which sets out—	3 October 2025

how appropriate behaviour is to be promoted in the children's home; and

the measures of control, discipline and restraint which may be used in relation to children in the home.

The registered person must ensure that—

details of any methods used or steps taken to avoid the need to use the measure;

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.
(Regulation 35(1)(a)(b) (3)(v)(b)(i)(ii))

In particular, ensure that there is a clear policy and plan that sets out what appropriate measures of control are to be used for individual children. Ensure that de-escalation techniques which are designed to avoid the need to hold children are made clear, and that reporting includes the appropriateness of the restraint used.

Recommendations

- The registered person must ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)
- The registered person must ensure that staff have the skills and confidence to communicate easily and understand the importance of listening to, involving and responding to the children they care for. Staff should understand that they have a responsibility to observe, notice and respond to children who are expressing their views, acknowledging that it is not the sole responsibility of the child to 'tell'. They should also understand how children might communicate their feelings through their behaviour, or non-verbally especially where the child has a disability which does not

allow them to communicate as others might. ('Guide to the Children's Homes Regulations, including the quality standards', page 22, paragraph 4.10)

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: 2660603

Provision sub-type: Children's home

Registered provider: Resolute Care

Registered provider address: Unit 27, Trent South Industrial Park, Little Tennis St, Nottingham NG2 4EQ

Responsible individual: Paul Bancroft

Registered manager: Diane Miles

Inspectors

Eleanor Quanbrough, Social Care Inspector
Caroline Coop, Social Care Inspector

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