

2666037

Registered provider: Shore Care Services Limited

Full 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 five children who may have emotional and behavioural difficulties.

At the time of the inspection, five children were living in the home. The inspectors spoke with all five children.

The registered manager's post is currently vacant; the appointed manager has submitted their application for registration.

Inspection dates: 2 and 3 December 2025

Overall experiences and progress of children and young people, taking into account	good
---	-------------

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

The effectiveness of leaders and managers	good
---	------

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 4 November 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/11/2024	Full	Outstanding
31/10/2023	Full	Good
07/03/2023	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff have positive relationships with children and talk about them with compassion and care. Children are taken on holidays and participate in activities with staff. Staff keep photo memory books to capture these experiences for children. Two children said that they could talk to any of the staff about their worries and feelings.

When children move into and out of the home, the plans are managed with care. When children move into the home, their needs are assessed as well as the needs of children already living in the home. Thorough planning takes place before children move into the home, and staff encourage visits and introductions. The children's guide is a child-friendly document that provides good information about the home.

Children are well prepared for independence by staff. One child is living in an annex in the home to promote independent living in preparation for adulthood and beyond. Staff offer a balance of care and support while supporting safe independence. Professionals involved with the child feel that staff have supported them well with independence planning, such as money management and accessing the community.

Staff seek opportunities to complete meaningful key-work sessions with children. They discuss sensitive topics and offer guidance to children. Children respond well to these sessions and their views are captured.

Children are not accessing their full education entitlement. Staff advocate for their education needs and challenge partner agencies where needed. There is a lack of a structured routine in place for children around their limited education timetables. This is impacting children's ability for routine and structure during the day.

Children speak positively about living in the home. They have good relationships with staff and are making good progress. For one child, his progress is being hindered by issues of bullying in the home, which require further resolution.

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

Staff understand positive behaviour management and use de-escalation techniques in line with the model of care. Staff know how risks may present for individual children and how to approach these. Risk assessments are regularly reviewed and reflective of the needs of the children.

Children are well supported around issues of self-harm. Staff are vigilant to issues around self-harm and respond to these quickly. Children have access to regular sessions with a clinical psychologist in a safe space in the home.

Children know how to complain and feel that their views and feelings are heard. Staff respond to complaints quickly and with sensitivity. Children are included in the resolution of complaints and understand the actions taken. One child said that he felt heard and knew that staff were responding to his concerns.

Staff have a good knowledge of missing procedures and know how to support children when they are missing from home. Children are debriefed upon return and there is management oversight of this. Children's risk assessments are updated based on concerns identified while missing. One child was not offered the required support after a missing period, and staff were unaware they were missing from the home.

Children's access in the home is restricted in some areas by the locking of doors. Children do not have safe and immediate access to an exit route. This was discussed with the manager, who evidenced the exit of children via an alternative route. This does not immediately support children's safety and welfare in the event of a fire in a timely manner.

Children have up-to-date health plans in place and there is good multi-agency working with health colleagues. Staff are not proactive about managing health issues associated with smoking and vaping for children.

The effectiveness of leaders and managers: good

The manager is new to the post and has applied for registration. The manager received positive feedback from staff and professionals, with staff saying that the manager had brought stability to the home. The manager has key priorities for the next year to continue to promote consistency and stability for children and staff.

Staff have the qualifications, skills and training to support the children they are caring for. Staff utilise specialist training to ensure that they are equipped to manage risks that are individual to the children they care for. Casual staff at the home are from a small pool of staff and are familiar to the children.

Team meetings are well attended by staff and include relevant and appropriate discussions about the children and the home. These are meaningful and address real issues that have been raised by the children. The good attendance at team meetings shows that staff are prioritising these meetings.

The manager has appropriate monitoring and audit tools in place to track supervision, training, incidents and management oversight of documents. The manager takes on board recommendations from the independent person's visits and implements them into their own monitoring and quality assurance processes.

Supervision is consistently good for staff. The supervision sessions offer the opportunity for reflection on practice and include meaningful discussions about the children they care for. Staff health and well-being are checked as a priority as part of supervision, and feedback is given as part of staff's ongoing learning and development. Staff also have

access to well-being sessions and formulation sessions with a clinical psychologist. There are some gaps in supervision for staff, whereby they have not had access to this protected time for reflection and support.

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 positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that each child is encouraged to build and maintain positive relationships with others. (Regulation 11 (1)(b)(c) (2)(b))	4 March 2026

Recommendations

- The registered person should ensure that the home complies with relevant health and safety legislation, particularly in relation to fire exits. ('Guide to the Children's Homes Regulations, including the quality standards,' page 15, paragraph 3.9)
- The registered person should ensure that while children are not in education they should be supported to sustain or regain their confidence in education and be engaged in suitable, structured activities. ('Guide to the Children's Homes Regulations, including the quality standards,' page 28, paragraph 5.15)
- The registered person should ensure that when children return to the home after being missing or away from the home without permission, the responsible local authority provides an opportunity for the child to have an independent return home interview. Homes should take account of information provided by such interviews when assessing risks and putting arrangements in place to protect each child. ('Guide to the Children's Homes Regulations, including the quality standards,' page 45, paragraph 9.30)
- The registered person should ensure that children's homes staff encourage children to take a proactive role in looking after their day-to-day health and well-being. ('Guide to

the Children's Homes Regulations, including the quality standards,' page 34, paragraph 7.10)

- The registered person should ensure that a record of supervision is kept for staff. The record should provide evidence that supervision is being delivered in line with regulation. ('Guide to the Children's Homes Regulations, including the quality standards,' page 61, paragraph 13.3)

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: 2666037

Provision sub-type: Children's home

Registered provider: Shore Care Services Limited

Registered provider address: F15 The Bloc, 38 Springfield Way, Anlaby, Hull HU10 6RJ

Responsible individual: Rebecca Lamb

Registered manager: Post vacant

Inspectors

Mel Turner, Social Care Inspector
Lisa Richards, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2025