

2666995

Registered provider: Assure Care Homes Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home provides care for up to four children with social and emotional difficulties. It is owned by a private organisation. At the time of this inspection, there were three children living at the home.

The manager registered with Ofsted in August 2024.

Inspection dates: 28 and 29 July 2025

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	requires improvement to be good
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 24 September 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/09/2024	Full	Good
15/08/2023	Full	Requires improvement to be good
17/10/2022	Full	Good
12/04/2022	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

Children are supported to make progress. Children have made progress with their independence and with their education. However, the lack of education for one child is a concern. Staff in the home have actively tried to resolve this and are supporting education in the home in the meantime.

Responses to children by staff are not always consistent, which has impacted on children's well-being at times. Feedback from professionals is mixed. One professional said the staff 'go above and beyond' and others, while generally positive about the care the children receive, said staff turnover and communication had been an issue, though this was improving more recently. These issues had led to some children not receiving consistent care.

Staff in the home have advocated for children in a number of ways, however they have not informed children of their rights to access an independent advocate if required. As a result, children have not had access to an independent advocate when it was needed'

Staff have good relationships with children. Children laugh and joke with staff and staff respond warmly. Children are able to identify staff with whom they could share any concerns. Recent changes to the culture of the home have meant that one child now looks forward to staff coming on shift and spending time with them.

Two children have developed a positive relationship and recently went on holiday together with staff; they speak fondly about this experience. Children are encouraged and supported to participate in their hobbies. They enjoy the gym, playing football, board games and collecting their weekly magazines from the local shop. One child has been supported to build a personal computer from scratch.

Staff ensure that the cultural needs for the children are met. Arrangements have been made for one child who speaks English as an additional language to have an interpreter with them when they attend appointments. Children are supported to practise their faith and engage in cultural celebrations that are important to them.

How well children and young people are helped and protected: requires improvement to be good

Staff are aware of what good care and support should look like for children. However, when there was a significant safeguarding concern, this was not reported in a timely way to senior leaders. Although this concern is now being managed, senior leaders have not explored with staff why they did not raise concerns more quickly. This is a missed opportunity to improve safeguarding practices for children.

Senior leaders have been managing several investigations into the conduct of staff. This has impacted on them sharing safeguarding concerns with the wider system. One significant safeguarding concern was not shared with any external agencies for over four weeks. As a result, the child involved in the safeguarding concern did not receive any external support.

Staff are aware of children's needs. Children's needs are detailed in their plans, and staff can articulate these. However, not all children have their needs met. For one child, this has impacted his day-to-day experience.'

Staff are supporting children to manage their behaviour. As a result, there has been a reduction in the frequency and intensity of incidents requiring physical intervention from staff. However, management oversight of some incident reports lacks scrutiny. Avoidable incidents have not been identified or explored by the manager and some staff have not received debriefs after challenging incidents. This is a missed opportunity to improve staff practice and decision-making.

Senior leaders are taking steps to recruit suitable staff. There is partnership working between the organisation and local authorities and colleges to identify suitable candidates to work with children. The interview process has been enhanced to ensure that individuals applying to work with children are fully aware of the expectations of the role. Vacancies in the home are now being filled, which should enable better consistency for the children.

The effectiveness of leaders and managers: requires improvement to be good

Monitoring and reviewing systems are in place but are not always effective. Senior leaders were not aware that children have not had access to resources and support that would have enhanced their experiences or that damage to a child's bathroom door had not been raised with the maintenance team.

Until recently, there was a lack of cohesion in the staff team which was causing some conflict. This impacted on some staff's ability to carry out their roles and raise necessary concerns. As a result, care for the children was not consistent.

There has been an influx of new staff, many of whom do not have the experience of working with children with complex needs living in childrens homes. That said, staff report that they have mandatory training, their induction is comprehensive, and this has equipped them in their role. They state supervision sessions are reflective, supportive and meet their needs. Senior leaders have taken steps to stabilise the staff team; however, the staff turnover has impacted upon the consistency of care provided to the children.



During the inspection, additional concerns were raised and shared with senior leaders. Senior leaders have proactively responded to these concerns. Staff who have raised concerns have felt supported by leaders and managers.

Senior leaders are supporting the deputy manager to lead the home until the new manager commences their role. Staff are supportive of the deputy manager and are welcoming the positive shift in the culture of 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 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— understand and apply the home's statement of purpose; protect and promote each child's welfare; and treat each child with dignity and respect. (Regulation 6 (1)(a)(b) (2)(b)(i)(ii)(iii))	24 September 2025
In meeting the quality standards, the registered person must, and must ensure that staff— seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans. (Regulation 5 (a)) In particular, the registered person must ensure that concerns for children are shared with the relevant authorities within an appropriate time frame.	24 September 2025

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— take effective action whenever there is a serious concern about a child's welfare; and that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(vi)(e))	24 September 2025
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 aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home's workforce provides continuity of care to each child; 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)(c)(e)(h))	24 September 2025
The children's views, wishes and feelings standard is that children receive care from staff who— ensure that each child— is given appropriate advocacy support. (Regulation 7 (1)(b)(iii))	24 September 2025

This requirement is restated.	
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Recommendation

- The registered person should ensure that the children's home is a well-maintained environment and that any damage is quickly rectified. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

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: 2666995

Provision sub-type: Children's home

Registered provider: Assure Care Homes Ltd

Registered provider address: Unit 4, Northbrook Industrial Estate, Hollybrook Road, Shirley, Southampton, Hampshire SO16 6PB

Responsible individual: Christopher Newman

Registered manager: Tracey Anderson

Inspector

Louise Webling, Social Care Inspector

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