

2672566

Registered provider: Embrace Care Limited

Full 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. The home provides care for up to three children who may experience social and emotional difficulties.

At the time of the inspection, two children were living in the home. Both children spoke with the inspectors.

A manager is in post and has submitted an application to register with Ofsted.

Inspection dates: 11 and 12 November 2025

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

requires improvement to be good

How well children and young people are helped and protected

requires improvement to be good

The effectiveness of leaders and managers

requires improvement to be good

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: 30 July 2025

Overall judgement at last inspection: inadequate

Enforcement action since last inspection:

Ofsted judged this home to be inadequate at the full inspection on 30 and 31 July 2025. Ofsted issued two compliance notices under Regulations 12 and 13 as there were serious concerns relating to the safety and protection of children and widespread failings in the leadership and management arrangements of the home.

A monitoring visit took place on 25 September 2025, where it was decided that the provider had taken sufficient action to meet the compliance notices.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/07/2025	Full	Inadequate
20/08/2024	Full	Good
17/04/2024	Full	Inadequate
06/06/2023	Full	Requires improvement to be good

Inspection judgements

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

Children have trusting relationships with established staff and are beginning to develop their connections with new staff members. Children have made progress in some areas of their lives, but further support is required to ensure that staff's responses to children's needs are consistent. Since the last inspection, one child left the home in a planned way. A second child moved out as planned, although the timing of the move was precipitated by a safeguarding concern. The child has since returned.

Children's engagement in education is varied. One child is now in part-time paid employment, and their engagement with this is positive. A second child has been offered a training placement but has not attended. There is no clear plan of alternative education that supports the child's learning and development in accordance with their age and ability in the interim. There is an inconsistent response from staff in implementing routine and boundaries for children. As a result, children have been awake for most of the night and have slept during the day. Consequently, this prevents them from engaging in education effectively.

There are individual independence plans in place for children. However, the impact of these in supporting children to develop essential skills that prepare them for adulthood is limited. Management and staff are working closely with children's social workers around transition planning for children to move on to their next stage of independence.

There have been some improvements in the home conditions. However, some aspects of decoration and overall cleanliness need further attention to ensure that they are at a consistently high standard. Externally, broken furniture that posed a potential hazard had not been removed from the garden. This was actioned by management during the inspection.

Both children are registered with relevant health services. Staff support children with arranging GP and dentist appointments and rearranging missed appointments. Direct work has been done with one child around the importance of attending their looked-after child health review.

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

The manager has not ensured that all required statutory documentation for children has been received in a timely manner. Although the manager has their own minutes

and plans in place, key documents that inform care planning are not consistently available. However, some documents were received during this inspection.

Children's risk management plans do not include all known risks. During the inspection, there were cigarettes and a lighter visible in a child's room. The child's risk assessment did not reflect the potential risk despite management and staff knowing that the child had a lighter in their possession. Support has been offered to the child regarding smoking cessation, but work around potential fire risk has not been explored effectively.

Leaders and managers do not always follow their safe recruitment processes when new staff are recruited to work in the home. Sufficient action has not been taken to explore reasons for staff being dismissed from their previous employment. As a result, children are at risk of being cared for by unsuitable and unsafe staff.

There has been a reduction in missing-from-home incidents for both children. When incidents have occurred, staff respond effectively to establish contact with children and actively search the local area. However, staff do not always inform relevant professionals when children are missing and do not always ensure that children have the opportunity to speak with someone independent on their return. In addition, records do not demonstrate that all incidents are reviewed effectively by the manager.

Other significant incidents involving children have also reduced in frequency and intensity. However, not all related recordings are reflective or identify direct work to be done with children. Although key work is completed by staff and supports children's understanding of some behaviours, staff's delivery of this is inconsistent and concerns are not always explored effectively.

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

Since the last inspection, the registered manager has left the provider. An interim manager worked in the home for a brief period before also leaving the home. The lead therapeutic clinician for the provider, who has experience as a registered manager, has worked in the home as the acting manager for three months. A new manager has been recruited and has worked alongside the acting manager for the last six weeks. In addition, the responsible individual has also left the provider.

Staff speak positively about the support from the current management and the changes that have been implemented. However, they acknowledge that this has been a challenging time for both staff and children. Established staff have raised frustrations with management regarding non-permanent staff members not fulfilling all expected duties when working in the home. There has been a very recent improvement in this area. Leaders and managers are currently reliant on staff from other homes in the organisation to ensure that there are enough adults to support children. Where possible, consistent staff members work in the home to ensure that there is familiarity for children. Active staff recruitment is ongoing.

The home's statement of purpose has been updated. However, this did not include the details and experience of all staff working in the home. The statement of purpose also includes inaccurate information in respect of the home's conditions of registration. The provider has identified actions in this area, which are being pursued.

Staff are regularly receiving supervision. Staff are provided with the opportunity to reflect on their professional development. When shortfalls are identified in practice, new managers have ensured that action plans are in place, and the use of case scenarios and questions around policies and appropriate responses are clear and detailed.

Team meetings are regular, with non-permanent staff members who are completing shifts in the home recently invited to attend. These meetings are reflective and provide opportunities for staff to express their views. The new manager has identified shortfalls in staff consistency and has used team meetings to begin to positively develop the staff culture.

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 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; help each child to understand how to keep safe; 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; that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi)(vii)(b)(e)) Specifically, the registered person must ensure that staff actively support children's knowledge in relation to fire hazards and take	3 February 2026

effective measures to reduce risks when children are known to have lighters in their possession.	
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— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff work as a team where appropriate; 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; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(e)(f)(h)) Specifically, the registered person must ensure that the expectations of staff practice are clear and are consistently followed by both permanent and non-permanent staff members.	3 February 2026
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The requirements are that— the individual is of integrity and good character;	3 February 2026

the individual has the appropriate experience, qualification and skills for the work that the individual is to perform; 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)(a)(b)(d)) Specifically, the registered person must ensure that where staff have been dismissed from previous roles, this is explored effectively and appropriately risk assessed.	
The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to achieve the child’s education and training targets, as recorded in the child’s relevant plans; support each child’s learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete independent study; help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible; help each child who is above compulsory school age to participate in further education, training or employment and to prepare for future care, education or employment. (Regulation 8 (1) (2)(a)(i)(ii)(viii)(ix)) In particular, the registered person must ensure that when children are not attending an education setting, they are actively encouraged to engage in a structured routine that is regularly reviewed for effectiveness.	3 February 2026
The registered person must compile in relation to the children’s home a statement (“the statement of purpose”) which covers the matters listed in Schedule 1.	3 February 2026

The registered person must—

keep the statement of purpose under review and, where appropriate, revise it; and

notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision.

Subject to paragraph (6), the registered person must ensure that the home is at all times conducted in a manner which is consistent with its statement of purpose.

Nothing in paragraph (5) or regulation 46 (review of premises) requires or authorises the registered person to contravene or not comply with—

any other provision of these Regulations; or

any conditions in relation to the registration of the registered person under Part 2 of the Care Standards Act 2000.
(Regulation 16 (1) (3)(a)(b) (5) (6)(a)(b))

Specifically, the registered person must ensure that the statement of purpose is reflective of the conditions in the home's registration and that staff details are accurate.

Recommendation

- The registered person should ensure that children are able to experience living in an environment where a consistently good standard of cleanliness is observed. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that all documents are in the children records timely and support their planning. ('Guide to the Children's Homes Regulations, including the quality standards', page 55, paragraph 11.1 and 11.5)

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: 2672566

Provision sub-type: Children's home

Registered provider: Embrace Care Ltd

Registered provider address: 116 Duke Street, Liverpool, Lancashire L1 5JW

Responsible individual:

Registered manager: Post vacant

Inspectors

Carrie Mayes, Social Care Inspector
Michelle McGrath, 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