

2673338

Registered provider: Theracare Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private provider. The home provides care for up to 2 children who may experience emotional and/or social difficulties.

At the time of the first inspection, 2 children were living in the home. Children were taken out of the home during the two-day inspection.

The inspection started on 26 May 2026. Inspectors returned to gather additional evidence (GAE) on 16 June 2026, in line with Ofsted inspections and visits: deferring, pausing and gathering additional evidence policy.

Both children were spoken to about their experiences of living in the home at the GAE visit.

The manager registered with Ofsted in April 2024.

Inspection dates: 26 to 27 May 2026 and 16 June 2026

Overall experiences and progress of children and young people, taking into account	inadequate
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How well children and young people are helped and protected	inadequate
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The effectiveness of leaders and managers	inadequate
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There are serious and or widespread failures that mean children and young people are not protected or their welfare is not promoted or safeguarded and the care and experiences of children and young people are poor and they are not making progress.

Date of last inspection: 27 August 2025

Overall judgement at last inspection: Good

Enforcement action since last inspection: not applicable

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/08/2025	Full	Good
23/04/2024	Full	Requires improvement to be good
02/11/2022	Full	Inadequate
27/07/2022	Full	Inadequate

Summary of findings

Children are currently unsafe. Allegations of harm have been raised but have not been investigated or addressed.

Children have raised complaints about staff practice. These concerns have not been taken into account.

There is a culture of fear within the staff team, and this environment has contributed to children being harmed.

Inspection judgements

Overall experiences and progress of children and young people: inadequate

Children are not receiving safe or consistent care. Their day-to-day experiences differ significantly, and some children are being treated unequally by certain staff. One child reported feeling happy in the home, while another described feeling disliked by some staff and overhearing negative comments about themselves. They also observed another child being overly favoured. This behaviour by certain adults had also been observed and reported by staff. This unequal treatment is emotionally harmful and undermines children's sense of permanence, stability, and belonging.

Children are attending at school and making progress. One child has recently finished their secondary education, and this milestone was celebrated. Another child is doing well, however, school report that the child has been involved in incidents that are out of character and often linked to what is happening at home. Specifically, a child commented that a member of staff, who the child loved, now purposely ignores them and spends significant time with another child.

Staff report inconsistent care, including favouritism and different levels of access to relationships and opportunities. However, staff have felt unable to address these issues or record accurately what is happening for both children. This means that there is no accurate record of children's experiences and progress.

Children can identify some staff members, who they can speak with about any worries that they may have. Although this happens, concerns about children's varied experiences are not always acted upon. Children's experiences are, therefore, not understood, and children do not always understand harmful or safe relationships with a lack of consistent and clear boundaries, which is confusing.

The home is a welcoming environment, which is nicely decorated and furnished to meet the children's needs. The children's bedrooms are personalised to their taste and staff support one of the children to keep a pet hamster. However, the children's bedrooms are

unclean and cluttered. Children do not have full access to the home and cannot freely access the washing machine, which may impact on their independence plan.

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

Children are not protected from adults who may be unsafe. One child alleged they had been subject to a physical assault by a member of staff. This incident was witnessed by others who raised a concern about staff practice. This incident was referred to the placing authority social worker and local authority designated officer. However, the information provided was inaccurate

The incident record was completed by the staff member who was the subject of the allegation. Key details were missing, and the information shared with professionals was incomplete and did not accurately reflect what had occurred or what was alleged to have occurred, including the child's complaint. This lack of accurate reporting restricts professionals' ability to assess risk and make informed decisions to ensure the child's safety.

Children have been deliberately kept away from their home during the initial two-day inspection. Staff were instructed by the deputy manager to remove children from the setting to prevent them from speaking with inspectors. On the second day, one child, despite being severely sunburnt, was taken out early in the morning.

The child has since been spoken with and reported feeling unsafe with some staff. This practice prevents children from sharing their experiences, conceals potential concerns, and fails to protect them from harm. It does not keep children safe.

Recording is poor. Records are delayed, incomplete and, in some cases, have been altered. Staff do not consistently record concerns shared by children or their own observations, particularly when these relate to senior staff. This is due to fear of repercussions. This prevents important safeguarding information from being identified and acted on.

Behaviour support plans are detailed documents, which are updated monthly and reviewed by all staff. They provide a detailed response with consideration to the children's individual needs and experiences. However, when consequences have been used the duration of the measure has not been applied and the manager does not evaluate each consequence. This can lead to a lack of information about if the consequence has been fair, as well as whether there is a need for further staff development.

Decisions to conclude allegations as unsubstantiated lack clear rationale, and staff have returned to working with children without sufficient evidence that risks have been addressed and staff are safe to do so. This places children at risk.

Concerns about professional boundaries, including an overly familiar relationship between a staff member and a child, have not been sufficiently explored. This lack of scrutiny places children at risk of potential harm.

The effectiveness of leaders and managers: inadequate

Since the last inspection, arrangements are in place for changes to the management structure in the home. The manager has submitted their cancellation to the regulator and plans to apply to become the responsible individual. The deputy manager plans to take on the role of the manager.

Concerns have been raised through the whistleblowing process in relation to the leadership and management and poor safeguarding practices. Staff report being unable to raise or share any concerns with the manager as they are not acted upon and staff feel targeted or fearful of repercussions. This has resulted in a culture of silence, where poor practice is not challenged.

Leaders and managers have not fully evaluated or considered in detail incidents and concerns relating to poor practice and harm to children. This does not allow learning from practice to allow good practice to thrive.

There is evidence that records have been falsified or altered. This was observed during the inspection and confirms concerns raised through the whistleblowing process to the regulator. Leaders have not addressed this, which seriously undermines trust in the accuracy of records and the integrity of the service.

Leaders and managers have not worked effectively with professionals, such as social workers. Information has not been shared in detail. Children living far away from home increases their vulnerability. These factors means that overly positive reports, where shared, about childrens experiences and contributes to a closed culture developing.

Overall, leadership fails to ensure safe practice, accurate oversight, or a culture where children and staff can speak openly. As a result, safeguarding is compromised and children are placed at risk.

The workforce development plan does not detail the process and agreed timescales for staff to achieve their induction and indicate the ending of probationary periods. The plan does not include timescales for supervision of new staff and the process for managing poor performance.

The manager does not have effective systems in place for monitoring the quality of care provided by the home and the impact the care is having on outcomes and improvements for children. The manager does not complete mandatory reporting every 6 months.

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; manage relationships between children to prevent them from harming each other; 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 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)(ii)(iii)(iv)(v)(vi)(vii)(b)(c)(d)(e))	17 July 2026
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	17 July 2026

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; 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)(a)(b)(c)(d)(e)(f)(h)) In particular, the registered person must ensure that records accurately reflect children’s experience. Staff are trained, aware and implement in full whistleblowing processes.	
The registered person must keep the behaviour management policy under review and, where appropriate, revise it. The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the date, time and location of the use of the measure; a description of the measure and its duration;	17 July 2026

details of any methods used or steps taken to avoid the need to use the measure; the effectiveness and any consequences of the use of the measure; and 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; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (2) (3)(a)(iii)(iv)(v)(vii)(b)(i)(ii)(c)) Specifically, the registered person must ensure that there is clear recording of consequences, in addition staff need to take action where there are safeguarding concerns about children and or staff practise.	
The registered person must ensure that all employees— have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(b)) Specifically, the registered person must ensure that all staff members have an appraisal each year. This regulation has been reinstated from the last inspection.	17 July 2026
The registered person must ensure that— children can access all appropriate areas of the children's home's premises; (Regulation 21(b)) Specifically, the registered manager must ensure children are able to freely access the utility room to complete independence tasks, such as laundry	17 July 2026

The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report"). The registered person must— supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home. The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1) (2)(a)(b)(c) (3) (4)(a)(b) (5))	17 July 2026
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Recommendations

- The registered person should ensure that the home environment meets children's basic day-to-day needs and physical necessities, including ensuring that children are helped to keep their bedrooms clean and tidy. Staff should seek to meet the child's basic needs in the way that a good parent would, recognising that many children in residential care have experienced environments where these needs have not been consistently met – doing so is an important aspect of demonstrating that the staff care for the child and value them as an individual.

(‘Guide to the Children’s Homes Regulations, including the quality standards’, page 15, paragraph 3.7)

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: 2673338

Provision sub-type: Children's home

Registered provider: Theracare Homes Limited

Registered provider address: Unit F1-F3 Blenheim Court Carrs Road, Cheadle, Stockport SK8 2JY

Responsible individual: Linda Heywood

Registered manager: Daniel Kinrade

Inspectors

Vicky Byron, Social Care Inspector

Nicola Forrester, Social Care Inspector

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