

2743611

Registered provider: Truly Care Services

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned and operated children's home provides short breaks for one child at any one time with learning disabilities and social and emotional difficulties.

The manager is suitably experienced and registered with Ofsted.

There was one child using the short-breaks service at the time of the inspection and they provided their views about the care they receive.

Inspection dates: 10 and 11 June 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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 11 June 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/06/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The staff provide the children with a good standard of care. Staff work hard to form relationships with children, who value the support from staff. Children feel able to approach staff and ask for help. Staff are nurturing and patient in their approach and ensure that children understand what is being asked of them.

Staff have dedicated time to build strong relationships with the children. They spend meaningful time with them, and this has helped to develop trust over time. Staff support children to access activities in the local community and further afield. Staff are very proactive in finding enriching activities for the children and this promotes their inclusion within society.

Individual sessions with the children are planned. These focus on specific issues that may be affecting the child at that time. Staff are provided with guidance on how to approach a certain topic with the child. At times, staff source resources to use with children to help them explore a topic. Staff always capture the voice of the child and explore their understanding of the topic they are working on.

Children have made progress since moving to the home. For one child, this has meant that they have developed their emotional resilience and ability to consider how their actions may impact on others. One child has found that taking time to pause and think has helped them to develop their relationships with individuals who matter to them.

For one child who has short breaks during the week, the staff accompany them to school and remain close by in case school staff require further support in managing the child's behaviour during the school day. This demonstrates the staff's strong commitment to the child, and they recognise the importance of school attendance.

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

The staff are proactive in providing the children with consistent behavioural guidance and boundaries. The staff work together to ensure that the children receive the same responses from all the staff. This adds to the children's feelings of security and safety. In addition, the staff work closely with the children's primary carers and external professionals to provide helpful advice about managing children's behaviour.

Staff continually build on their knowledge of the children and the most appropriate way to support them and keep them safe. All the children have detailed risk assessments and safety plans, although some information recorded is not consistent in both documents.

Children's needs mean that they require close supervision and support. Consequently, children do not go missing from the home and they are not involved in any form of

exploitation. Children are safe when they are online as staff regularly monitor the content that the children are viewing or listening to.

The home provides a safe environment for children. However, staff have not always been proactive in completing some essential checks. Furthermore, a child has recently started to have overnight breaks in the home, but staff have not undertaken a fire drill with them. Therefore, the child may be at risk of harm should the fire alarm sound, as they will not know what to do.

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

The registered manager is ambitious for the future of the home. They appreciate that they are on a journey and are working hard to continually improve their management and care practices.

The manager's oversight, including monitoring and review systems, requires some improvement. Staff are duplicating certain records, which the manager is unaware of. When records are updated, the manager does not ensure that staff have read the updates. Also, a member of staff did not share key information about a child that had the potential to compromise safety in the home.

Staff well-being, training and development is prioritised. Staff receive good-quality monthly supervision where they explore their progress, seek support and reflect on their practice. This provides staff with the opportunity to develop their knowledge and skills.

Team meetings are held on a regular basis, during which the manager and staff evaluate events from the last month. They reflect on their practice, discuss lessons learned, and consider how their approach can be improved moving forward.

Staff work in partnership with external agencies to ensure that the children receive the support they need. Staff share their experiences of caring for the children and offer support and advice to professionals with the overall aim of improving outcomes for the children.

There are several key documents that have not been updated since the last inspection. These documents support the overall running of the home and are an essential element to the leadership and management 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 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; demonstrate that practice in the home is informed and improved by taking into account and acting on— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. In addition, the registered person needs to ensure that they review and update the location risk assessment and workforce development plan on a regular basis. (Regulation 13 (1)(a)(b) (2)(a)(g)(h)) In particular, this relates to the manager ensuring that staff read all key documents relating to the children and sign them to say they have done so. The manager must also ensure that staff know to share essential information with them and use the systems in place to record information.	28 July 2025

Recommendations

- The registered person should ensure that the child's plans and risk assessments contain the necessary information that outlines the specific risks and what steps staff have to take to manage that risk. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.5)
- The registered person should ensure that children feel and are safe. When children move into the home, as a priority, they need to be advised of and shown what to do in an event of a fire. ('Guide to the Children's Homes Regulations, including the quality standards', page 43, paragraph 9.9)
- The registered person should ensure that scheduled health and safety checks are completed as expected by staff. ('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: 2743611

Provision sub-type: Children's home

Registered provider: Truly Care Services

Registered provider address: Olive House, Blake Street, Mansfield Woodhouse,
Nottinghamshire NG19 9NT

Responsible individual: Shekainah Moley

Registered manager: Ntshuxeko Bandi

Inspector

Lizette Watts, Social Care Inspector

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