

2751230

Registered provider: Trusted Care Services Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private company. It provides care for one child who may experience social and emotional difficulties.

At the time of this inspection, one child was living at the home. The child spoke to the inspectors about their experiences of living at the home.

The post for a registered manager is currently vacant.

Inspection dates: 19 and 20 May 2026

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: 9 July 2025

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/07/2025	Full	Requires improvement to be good
29/10/2024	Full	Requires improvement to be good

Summary of findings

There has been an increasing number of safeguarding concerns. There is effective partnership working with other professionals, and additional safeguards are now in place.

For one child, the care provided has not met the requirements of their court-directed order. The leadership team has not ensured that robust care planning is in place.

Leaders and managers are embedding new monitoring systems and have a good understanding of the home's strengths and areas for development.

Inspection judgements

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

Since the last inspection, one child has moved out of the home and another has moved in. One child moved on because staff were unable to meet their needs and there was an increase in incidents. Consequently, children's experiences are not always positive.

Due to staff shortages, the home has relied on agency staff. This has contributed to an increase in incidents, including assaults on staff. Leaders and managers are taking action to address the instability in the staff team, which has resulted in a lack of consistency for the children living at the home and has affected their ability to build trusting relationships.

Staff support the child with their education and closely with education providers to address concerns that the child is currently receiving less education than their peers. When there are barriers to the child's learning, staff take steps to explore and address them.

Staff support the child to maintain their health by ensuring attendance at planned and emergency health appointments. However, meaningful conversations about the risks associated with using electronic cigarettes have not taken place. This does not help the child understand how to stay healthy.

Staff support children to maintain relationships with people who are important to them. The child's time with their family is supported in line with their plans. This enables the child to maintain important relationships and strengthens their sense of identity and belonging.

Staff support the child in participating in various activities, including visits to theme parks and dining out. Equality and diversity are strengths of the home, and different cultures and identities are celebrated. This enables the child to develop a strong sense of identity.

Staff engage the child in meaningful conversations covering topics such as exploitation, risks in the community and substance misuse. This provides the child with a safe space to discuss their experiences and develop their understanding of risks.

The home is maintained to a good standard and is clean and tidy. However, one external door is damaged. Plans are in place to replace it.

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

Care for one child has not been delivered in line with a court-directed order. Waking night staff have not always been in place as required by the order, and shifts have been worked by staff who also care for the child during the day. However, this has not had a negative impact on the child, and during the inspection, leaders took action to address this.

The child can identify adults they trust and is developing positive relationships with them. Staff support the child to understand and manage their emotions, enabling them to develop better coping strategies.

Risk management plans are reviewed regularly. However, strategies to reduce risks relating to substance misuse have not been included. Staff have not always followed the child's risk assessment when they have been missing from home, and they have not carried out bedroom searches when required, despite illegal substances being known to be in the home. On several occasions, the child has been observed smoking illegal substances in the garden. Consequently, children are not always safeguarded effectively.

Staff have not always followed the child's plans when they have been missing from the home. Action has not been taken to report the child missing to the police within agreed timescales, and staff have not always made efforts to locate the child, instead relying on emergency services. Due to escalating concerns about the child going missing, a court-directed order is now in place. Not all incidents have been notified to Ofsted as required by regulation, which limits the regulator's oversight of practice in the home.

When there are concerns about practice, leaders request a review of internal processes by the local authority designated officer. This transparency ensures that safeguarding processes are subject to independent oversight.

On one occasion, staff have used physical intervention to keep a child and others safe. This measure was necessary, and the incident record clearly identifies who carried out the debrief with the child. There was appropriate managerial oversight and evaluation.

Staff are calm and caring in their approach, using preventative behaviour support techniques to help the child manage their emotions and frustrations. However, on three occasions, the police were contacted to assist staff in managing a child's behaviour.

Safer recruitment processes are in place, ensuring that staff are suitable to work with children. However, one staff member's qualification has not been reviewed by leaders.

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

There have been several changes in the leadership and management of the home since the last inspection. The previous manager was deemed unsuitable, and a new manager has been appointed and is due to commence employment shortly. The responsible individual and 2 deputy managers currently have oversight of the home.

Management oversight has not always been effective. Leaders and managers have not identified shortfalls in staff practice or when staff have not fulfilled their roles in caring for the child. This does not provide staff with opportunities to improve their practice for the benefit of the child. Staff speak about children in a caring way. However, records are not always written in a manner that is helpful to children.

Regular team meetings take place, providing opportunities for learning and reflection. Staff are positive about the support they receive from the responsible individual and deputy managers and value the supervision provided. However, on one occasion, staff did not receive supervision in line with the home's statement of purpose.

Staff receive a range of training that equips them with the skills and knowledge to meet the needs of the child in their care. The home's workforce development plan has been updated to reflect its aims and objectives. However, one new member of staff was unsure of the whistleblowing process.

Leaders and managers do not have effective internal or external monitoring systems in place. On one occasion, a monthly visit by an independent visitor did not take place. This limits independent oversight of the quality of care provided to children. Despite this, leaders and managers are able to identify areas for further development in the home.

A review of the quality of care provided to children has been carried out. However, it does not include the views or feedback of staff. This is a missed opportunity for leaders and managers to gain a comprehensive understanding of the quality of care.

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; 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; 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 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; and 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))	14 August 2026

Specifically, the registered person must ensure that staff always follow children's risk assessments and that all known risks are included. Additionally, the registered person must ensure that appropriate action is taken when children are known to possess illegal substances.	
The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that arrangements are in place to— manage and review the placement of each child in the home; and that each child's relevant plans are followed. (Regulation 14 (1)(a)(b) (2)(b)(ii)(c)) Specifically, the registered person must ensure that children receive care in line with their care plans and any court-directed orders.	14 August 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 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;	14 August 2026

ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for 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; demonstrate that practice in the home is informed and improved by taking into account and acting on— research and developments in relation to the ways in which the needs of children are best met; and feedback on the experiences of children, including complaints received; 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)(g)(i)(ii)(h)) Specifically, the registered person must ensure that all incidents are reviewed and that action is taken to address any shortfalls in staff practice. Additionally, the registered person must ensure that there are robust internal and external systems to monitor the care provided to children.	
The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and children are helped to lead a healthy lifestyle. In particular, the standard in paragraph (1) requires the registered person to ensure—	14 August 2026

that staff help each child to— achieve the health and well-being outcomes that are recorded in the way child's relevant plans; understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding; and take part in activities, and attend any appointments, for the purpose of meeting the child's health and well-being needs; and understand and develop skills to promote the child's well-being (Regulation 10 (1)(a)(b)(c) (2)(a)(i)(ii)(iii)(iv)) Specifically, the registered person must ensure that direct work is carried out with children to help them understand their health and risks associated with the use of electronic cigarettes.	
The registered person must notify HMCI and each other relevant person without delay if— An incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; There is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(b)(e))	14 August 2026
The registered person must ensure that an independent person visits the children's home at least once each month. When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires; and to inspect the premises of the home and such of the home's records (except for a child's case records, unless the child and the child's placing authority consent) as the independent person requires.	14 August 2026

A visit by the independent person to the home may be unannounced. The independent person must produce a report about a visit ("the independent person's report") which sets out, in particular, the independent person's opinion as to whether— children are effectively safeguarded; and the conduct of the home promotes children's well-being. The independent person's report may recommend actions that the registered person may take in relation to the home and timescales within which the registered person must consider whether or not to take those actions. If the independent person becomes aware of a potential conflict of interest (whether under regulation 43(3) or otherwise) after a visit to the home, the independent person must include in the independent person's report— details of the conflict of interest; and the reasons why the independent person did not notify the registered provider of the conflict of interest before the visit. The independent person must provide a copy of the independent person's report to— HMCI; upon request, the local authority for the area in which the home is located; the placing authorities of children; the registered provider and, if applicable, the registered manager; and the responsible individual (if one is nominated). (Regulation 44 (1) (2)(a)(b) (3) (4)(a)(b) (5) (6)(a)(b) (7)(a)(b)(c)(d)(e))	
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.	14 August 2026

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))

Specifically, the registered person must ensure that the report includes the views of those referred to in paragraph 2 and how those views have been considered when evaluating the service.

Recommendations

- The registered person should ensure that all staff are familiar with the home's internal whistleblowing procedures. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.09)
- The registered person should ensure that staff record information in a non-stigmatising way that is helpful to children. ('Guide to Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

- The registered person should ensure that all staff receive regular supervision. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.10)
- The registered person should ensure that staff qualifications are obtained and reviewed during the recruitment process. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)

Information about this inspection

The 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: 2751230

Provision sub-type: Children's home

Registered provider: Trusted Care Services Group Limited

Registered provider address: Unit 3, 2 The Colony Buildings, Altrincham Road,
Wilmslow SK9 4LY

Responsible individual: Kylie Schofield

Registered manager: Post vacant

Inspectors

Michelle Snape, Social Care Inspector
Beth Bird, Social Care Inspector

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