

2753761

Registered provider: Trust Care Services Ltd

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 provider. It provides care for one child who may experience social and emotional difficulties.

The manager registered with Ofsted in April 2024.

The registered provider has recently appointed a new responsible individual, and we are currently checking this person has the relevant capacity, experience and skills to carry out the role.

Inspection dates: 15 and 16 April 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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 16 July 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/07/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The child has made notable progress since living at the home, particularly in their ability to self-regulate and reflect on their emotions and behaviour. This development has been recognised by those involved in the child's care and can be attributed in part to the consistent support and stability provided by staff. One family member commented that their child had made progress from where they were before and said, 'The staff are brilliant with me and my child; they are really good for [name of child].'

Strong relationships between the child and staff contribute positively to the child's experiences. Staff demonstrate genuine care for the child and speak highly of them. Equally, the child shares that they like all the staff and said that 'This is the best place I have lived.'

Staff have supported the child to participate in a variety of activities and have encouraged them to explore new experiences, which has helped to build the child's confidence. Staff have also supported the child to engage in charity work in the community. This has enabled the child to make a positive impact on others and develop an understanding of their role in contributing to society.

The child previously experienced a prolonged period without attending an educational provision. However, the child engaged in online tutoring within the home while updates regarding an educational place were sought by the manager. The child is now attending an educational provision and actively participating. Staff further support the child's learning by creating subject-themed displays in the home and during focused discussions. This promotes ongoing learning and education for the child.

The child's wishes and feelings are regularly sought by staff in creative ways. The child's voice is the centre of the home and used to make positive change. The child says that they feel listened to, and that staff will do what they can to ensure that their requests are actioned. For example, staff made a fun question game for the child, and, within this, the child shared their dream is to go on holiday abroad. Staff immediately brought this to the attention of the senior leadership and are in the process of arranging this. The child is being actively encouraged by staff to engage in the planning of the trip, which supports their sense of inclusion.

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

Staff are skilled at de-escalating situations to reduce the need for physical intervention. There has only been one occasion, since the last inspection, when staff have had to hold or guide the child to keep them and others safe. Staff's expertise continues to play a key role in maintaining the child's safety while also protecting their rights and dignity.

When allegations are made, they are investigated and concluded in a swift and comprehensive manner. Those involved are supported appropriately and effective action is taken to ensure the safety of the child. Updates on any investigations are provided to the necessary agencies, including the regulator. This promotes transparency and a multi-agency approach to safeguarding.

The child is supported to take age-appropriate risks. Staff understand the risks posed to the child, specifically from access to the internet. Staff know what steps to take to effectively safeguard the child while respecting their privacy. Staff use research to educate the child about how they can use the internet safely during discussions and following any incidents. This helps the child to develop their own skills and abilities to keep themselves safe.

Staff have a good understanding of the child's risks and behaviours and how these can be safely managed. The staff's knowledge and skills mean that they can keep the child calmer, resulting in minimal occasions when the child has struggled to manage their emotions or behaviour. However, risk assessments are not always updated following incidents, specifically around newly presenting risks. This may result in a limited understanding of how to safely manage such risks. In addition, the child should be consulted with following incidents in which they have put themselves at risk, to ensure that their voice is captured and understood.

The effectiveness of leaders and managers: good

The registered manager maintains a regular presence in the home, which is valued by both the child and staff. This contributes to a respectful and supportive relationship with the child and promotes their sense of security, while also strengthening the manager's oversight of the home. The manager also employs a range of auditing tools to support and maintain effective oversight of the home.

Staff speak positively about the manager and feel that he is approachable and supportive. One member of staff said that they feel 'one million percent supported' by the manager. Staff comment that the manager's presence has positively impacted the child. For example, the manager attended a trip away with staff for the child's birthday, which the child was very happy about. Staff also praise the manager on his willingness to work alongside them and be an active part in the child's life.

The child benefits from a consistent and stable staff team, fostering positive relationships and trust. Staff work together and work extra hours, which minimises reliance on agency workers. This ensures that the child has access to regular and reliable support from people they have strong relationships with.

Staff show high morale and strong teamwork. Staff frequently use their own initiative to make things better for the child in the home. The manager trusts staff to do what is right for the child, while also maintaining an oversight of any changes or developments in care. Individual staff members speak highly of the team overall, with one saying, 'I love the team I work with; they bring energy to the home which is embraced by the

child.' Their positive professional relationships contribute to a harmonious environment for the child to live in.

There have been improvements made in the quality of case recordings. However, some documentation, such as staff probation records, are not consistently updated or reviewed. Action plans are used in team meetings and supervisions. However, actions from previous sessions are not consistently carried forward. This makes it difficult to track progress effectively.

Some statutory documents from the placing authority have not been obtained within expected timescales. The home's escalation process lacks clarity and is not being utilised effectively. The manager has made some attempts to obtain these documents. However, more timely and effective escalation is needed.

What does the children's home need to do to improve?

Recommendations

- The registered person should ensure that staff continually and actively assess the risks to each child and the arrangements in place to protect them. When incidents take place which involve risks, focused conversations with children should take place in a timely way. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.5)
- The registered person should ensure that case records are consistently maintained. Specifically, staff probation records should be regularly reviewed and updated to reflect progress. Any actions agreed during team meetings and supervisions should be revisited at subsequent sessions, with clear records kept to evidence progress against these actions. ('Guide to the Children's Homes Regulations, including the quality standards', page 62 paragraph 14.3)
- The registered manager should ensure that escalation processes are followed in relation to gaining statutory documents from the local authority and other external agencies. ('Guide to the Children's Homes Regulations, including the quality standards', page 12, paragraph 2.8)

Information about this inspection

The inspector has 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: 2753761

Provision sub-type: Children's home

Registered provider: Trust Care Services Ltd

Registered provider address: Locked In Games, 2 Chapeltown Road, Leeds LS7 3AP

Responsible individual:

Registered manager: Bradley Hudson

Inspector

Ladean Wilson, Social Care Inspector

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