

2779064

Registered provider: Icare Solutions Stockport Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private provider. It offers care for up to three children who may experience social and emotional difficulties.

At the time of the visit, no children were living at the home.

There is no registered manager in post. The manager left in June 2025.

Inspection date: 1 October 2025

This monitoring visit

The purpose of this visit was to review the actions taken by the provider following the home's suspension. Inspectors considered the provider's response to serious concerns previously identified, specifically regarding the safety and welfare of children, the effectiveness of leadership and management arrangements and the competence of staff in fulfilling their roles.

No children have lived at the home since the suspension notice was issued.

Since the last inspection, there have been changes to the staff team. Staff without the relevant skills and experience have moved on. A competence-based assessment has been introduced as part of the recruitment process to ensure new staff have the necessary skills to care for children.

Recruitment processes have been strengthened. Two staff members have been recruited, with further recruitment ongoing. A staff file checklist has been implemented to ensure all required checks are completed, including reference verification, which had previously been missed. These changes reflect a more compliant and thorough approach to safer recruitment.

A detailed lessons learned review has been completed following a previous safeguarding incident. The review identified missed welfare checks and gaps in staff

accountability. Systems have been revised to include clear daily routines with visual checks, structured recording processes and defined staff responsibilities to support future oversight and accountability.

Scenario-based training has been delivered externally to support staff in recognising and responding to risk. A structured risk management form has been developed to record individual risks for children, including triggers, behavioural descriptions, actions to reduce risk and monthly updates. Managers will use tracking tools to analyse patterns over time, supporting a more informed understanding of risk and guiding appropriate action.

Staff have received external training to support their understanding of safeguarding responsibilities. They are clear about their roles, including procedures for completing room searches and the whistle-blowing process. Understanding of the updated room search policy has been confirmed through mock exercises and policy sign-off.

A monthly training plan is in place, covering key safeguarding areas such as exploitation, trauma-informed practice, substance misuse and the PACE (Playfulness, Acceptance, Curiosity and Empathy) model of care. Further sessions are scheduled, and any gaps will be addressed through external sources, including local professionals.

Incident recording processes have been strengthened. A document is in place to capture concerns for children, which is reviewed by the manager. Plans are in place to expand this to include oversight from the responsible individual, children's views, and family engagement.

Structured daily and weekly audits have been introduced following visits from the independent person, supporting improved monitoring of care and staff practice. These systems demonstrate learning and a commitment to addressing previous shortfalls.

Action has also been taken to address concerns regarding staff qualification submissions. Staff are resubmitting their work, which will be reviewed by the external assessor to ensure it meets the required standards. These steps demonstrate a commitment to improving transparency and strengthening internal oversight.

The provider has taken steps to address previously identified concerns, including improvements to recruitment, safeguarding procedures, staff training and oversight systems. While the home remains suspended, these actions demonstrate progress towards creating a safer and more effective care environment.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/06/2025	Full	Inadequate
30/10/2024	Full	Good

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)(iii)(iv)(v)(vi)(b)) In particular, the registered person must ensure that children do not have access to hazardous items; that risk assessments for children are accurately followed to prevent risk of fire; and that any searches of children's bedrooms are carried out when there is a suspicion of harm or actual harm.	2 November 2025

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)) In particular, the registered person must ensure that there is clear oversight of incidents and children's records to review the quality of care. Leaders and managers must ensure that staff receive training that is specific to children's needs and evaluate its effectiveness on staff practice. This requirement is repeated.	2 November 2025
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	2 November 2025

children are helped to lead healthy lifestyles. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— achieve the health and well-being outcomes that are recorded in the 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; understand and develop skills to promote the child's well-being. (Regulation 10 (1)(a)(b)(c) (2)(a)(i)(ii)(iv))	
In meeting the quality standards, the registered person must, and must ensure that staff— seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans; seek to secure the input and services required to meet each child's needs; if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans; and seek to develop and maintain effective professional relationships with such persons, bodies or organisations as the registered person considers appropriate having regard to the range of needs of children for whom it is intended that the children's home is to provide care and accommodation. (Regulation 5 (a)(b)(c)(d)) The registered person must ensure that all incidents involving children are reported to the appropriate social workers from the placing authority. All information and decisions relating to children's risks must be clearly documented. Children must be seen by placing authority social workers as agreed in their risk management plans.	2 November 2025

The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— meet each child’s behavioural and emotional needs, as set out in the child’s relevant plans; help each child to develop socially aware behaviour; encourage each child to take responsibility for the child’s behaviour, in accordance with the child’s age and understanding; help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; communicate to each child expectations about the child’s behaviour and ensure that the child understands those expectations in accordance with the child’s age and understanding; help each child to understand, in a way that is appropriate according to the child’s age and understanding, personal, sexual and social relationships, and how those relationships can be supportive or harmful; help each child to develop the understanding and skills to recognise or withdraw from a damaging, exploitative or harmful relationship; strive to gain each child’s respect and trust; understand how children’s previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children;	2 November 2025
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are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same;

de-escalate confrontations with or between children, or potentially violent behaviour by children;

understand and communicate to children that bullying is unacceptable; and

have the skills to recognise incidents or indications of bullying and how to deal with them; and

that each child is encouraged to build and maintain positive relationships with others.

(Regulation 11 (1)(a)(b)(c)

(2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(ix)(x)(xi)(xii)(xiii)(b))

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 2779064

Provision sub-type: Children's home

Registered provider: Icare Solutions Stockport Limited

Registered provider address: 101 Wellington Road North, Stockport SK4 2LP

Responsible individual: Bahisa Khojani

Registered manager: Post vacant

Inspectors

Nicola Forrester, Social Care Inspector

Sarah Jackson, Social Care Inspector

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