

2779064

Registered provider: Icare Solutions Stockport Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a private provider and is registered to provide care for three children who may experience social and emotional difficulties.

At the time of the inspection, two children were living at the home. One child had recently moved out.

The manager registered with Ofsted in January 2025.

Inspection date: 10 February 2025

Date of last inspection: 30 October 2024

Judgement at last inspection: good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspectors evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

An assurance inspection was undertaken on 10 February 2025. This visit was undertaken in response to concerns in relation to safeguarding practices and leadership and management.

We identified the following serious and widespread concerns in relation to the care or protection of children at this assurance inspection:

- Ineffective leadership and management.
- Staff do not have the skills, knowledge or qualifications to care for the children living in the house.
- Staff do not understand their roles and responsibilities in keeping children safe and protecting them from harm.
- Staff do not recognise the risk of child exploitation

Children have been placed at risk of significant harm, which could have been prevented. Children's needs and risks have not been considered alongside the skills and experience of the staff team. Leaders and managers have not considered the risks children may pose to each other when making decisions about children moving into the home. This has resulted in children being exposed to risks.

Children's complex needs and behaviours are not reflected in their risk management plans. The provider's approach does not reflect a strong commitment to safeguarding and supporting children's individual needs.

Staff lack professional curiosity when children's behaviours or conversations indicate they may be at risk of exploitation in the home and community. Staff have failed to act when there are indicators of abuse. As a result, effective strategies to reduce risk have not been considered or implemented.

Staff do not have the skills and knowledge to care for and safeguard children effectively. Management oversight of staff training is poor, and staff have not received training specific to children's needs. This includes trauma and attachment training.

Leaders and managers do not always share information about children's behaviour with local authority social workers. This means that social workers are unaware of all the potential risks. This has impacted significantly on children's safety and well-being and has resulted in one child moving out of the home in an unplanned way.

Rotas do not accurately reflect the staff working in the home. They do not include the manager's working hours or the full names of staff and the hours they work. One incident refers to a member of staff being involved who was not listed on the

rota at the time of the incident. This means it is unclear who is working with children and when.

Records of incidents are poor, and safeguarding records are not always clear and do not evidence robust scrutiny by leaders and managers. As a result, leaders and managers have not identified shortfalls in staff's practice or learning from incidents to improve staff's practice. This leaves children at risk of harm.

Having considered the serious shortfalls found at the full inspection, Ofsted has issued a restriction notice to the provider of the children's home.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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 staff have a good understanding of the indicators of child exploitation and what actions they should take to manage or reduce risks.	4 May 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	4 May 2025

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)(b)(c)(e)(f)(h)) In particular, the registered person must ensure that decision-making about children’s suitability for the home takes account of children’s needs and risks and whether the staff’s qualifications, skills and experience are sufficient to provide safe and consistent care to children. Ensure that staff complete training specific to children’s needs and risks. Ensure that staff’s skills and knowledge are reviewed as part of team meetings, reflective supervision sessions and appraisals. Ensure they take into account feedback on the experiences of children to improve the quality of care provided.	
Schedule 4 sets out the other information that the registered person must keep in relation to a children’s home. The registered person must—	4 May 2025

maintain in the home the records in Schedule 4; ensure that the records are kept up to date; and retain the records for at least 15 years from the date of the last entry. (Regulation 37 (1) (2)(a)(b)) In particular, the registered person must maintain an accurate copy of the staff duty rota detailing all relevant information of persons working in the home.	
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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: Victoria Gallagher

Inspectors

Nicola Forrester, Social Care Inspector
Sarah Jackson, Social Care Inspector

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Piccadilly Gate
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Manchester
M1 2WD

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