

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 provides care for three children who may experience social and emotional difficulties.

At the time of the inspection, two children were living at the home.

The manager registered with Ofsted in January 2025.

Inspection date: 16 June 2025

This monitoring visit

This inspection was conducted in response to concerns regarding safeguarding practices, as well as the quality of leadership and management in the setting.

During the visit, inspectors identified significant weaknesses in how the provision is led and managed. Notably, leaders and managers failed to notify Ofsted of a serious safeguarding incident. Leaders also failed to consider protective factors for children, the potential effects on children or mitigate the likelihood of similar incidents reoccurring.

Inspectors also received inconsistent information from leaders and managers, hindering Ofsted's ability to gain an accurate understanding of the culture in the setting and how it may influence children's experiences.

Although an independent review of the service was commissioned following the previous monitoring visit, leaders have not carried out any internal investigation into staff conduct, including that of the registered manager, to address identified shortcomings.

Leaders held a team meeting during which staff were instructed not to discuss concerns or worries with any individuals, including safeguarding professionals, outside of the home. This practice contributes to the risk of fostering a closed and insular culture.

Inspectors did not review the compliance notices during this inspection.

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 with 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)(ii)(iii)(v)(vi)(vii)(b)(e)) 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.	22 June 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)(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 that is 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.

22 June 2025

Ensure that staff take into account feedback on the experiences of children to improve the quality of care provided.	
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*These requirements are subject of a compliance notice.

Recommendation

- The registered person should ensure that children's records are kept up to date and that recording is objective and non-stigmatising. Specifically, ensure that all documents are fully updated. Ensure that support plans are clear and easy to read, and that language is child focused. ('Guide to the Children's Homes Regulations, including the quality standards' page 62, paragraph 14.4)

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: Victoria Gallagher

Inspectors

Nicola Forrester, Social Care Inspector

Michelle Bacon, Social Care Inspector

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