

2779064

Registered provider: Icare Solutions Stockport Limited

Full inspection

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.

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

Inspection dates: 24 and 25 June 2025

Overall experiences and progress of children and young people, taking into account	inadequate
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How well children and young people are helped and protected	inadequate
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The effectiveness of leaders and managers	inadequate
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There are serious and/or widespread failures that mean children and young people are not protected or their welfare is not promoted or safeguarded and/or the care and experiences of children and young people are poor and they are not making progress.

Date of last inspection: 30 October 2024

Overall judgement at last inspection: good

Enforcement action since last inspection:

Since the last inspection, an assurance inspection was conducted in February 2025 in response to concerns regarding safeguarding practices and leadership and management. A restriction of accommodation was issued and requirements made under regulation 12, the protection of children standard, regulation 13, the leadership and management standard and regulation 37, other records.

A further monitoring visit was undertaken on 16 April 2025 to monitor the restriction of accommodation. This was extended to 24 June 2025, and two compliance notices issued under regulation 12, the protection of children standard and regulation 13, the leadership and management standard.

A monitoring visit was conducted on 16 June 2025 in response to concerns regarding safeguarding practices, as well as the quality of leadership and management in the setting.

The full inspection was brought forward. A case review was held on 24 June 2025 a suspension notice was issued with immediate effect.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/10/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: inadequate

The inspector was unable to speak with children during the inspection as neither of the children were present. However, since living in the home, children have made limited progress and their experiences are variable.

Children with significant health needs have not received consistent or appropriate support. Staff lack the necessary skills and experience to effectively address complex issues, such as enuresis. Although training has been provided, ineffective routines and limited consideration of children's perspectives have led to a compromise in their dignity.

Children have a designated area in their garden to vape. This does not promote children's health and well-being or minimise the risks.

Staff do not have the necessary skills and understanding to support children's complex needs and behaviours. Progress for children is poor.

Children's bedrooms were found to be in a hazardous condition, with managers and staff unaware of their overall presentation. Observations revealed damaged furniture, a lack of window coverings in one room, and the absence of a wardrobe in another, resulting in a child's clothing being stored in piles on the floor. The unclean and poorly maintained state of these rooms reflects inadequate care practices by staff.

Children who have been out of school for a long period have been supported to return on a partime basis to an alternative provision. Staff have supported one child to develop their interests in gardening to support learning opportunities.

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

There are serious and widespread failures that have meant that children have not been protected from harm. Leaders and managers do not have effective oversight of safeguarding practices and have not taken appropriate action to promote the welfare of children.

Children have been subjected to bullying in the home, and staff have not taken appropriate action to challenge or address these incidents. As a result, children have not been effectively protected or safeguarded by those responsible for their care.

Risks relating to fire safety and substance misuse had not been adequately assessed or addressed, posing a serious safeguarding concern. Inspectors noted a strong smell of cannabis in one child's bedroom and visible scorch marks on the windowsill. Additionally, lighters, vaping liquids and aerosol cans were present in children's bedrooms. Managers and staff failed to take appropriate action to mitigate these risks.

Room searches have been conducted by staff in the absence of children, yet documentation does not clearly outline the rationale for these searches, nor do records indicate that consent was obtained. Despite these checks, staff failed to remove hazardous items, including lighters and aerosols, from a child's bedroom.

Although staff have undertaken training that is tailored to the children's specific needs, including arson awareness, conducting room searches, vaping and safeguarding, this training has not translated into effective practice. As a result, key risks to children's safety remain unaddressed.

Children are supported by staff at a two-to-one ratio, with team members remaining awake overnight to provide additional care. While care plans outline the need for regular overnight welfare checks, this practice has not effectively safeguarded children or reduced risks. Significant incidents have occurred without appropriate intervention or resolution.

The effectiveness of leaders and managers: inadequate

Following the monitoring visit on 16 June 2025, the registered manager resigned with immediate effect. This sudden departure has disrupted leadership and management, undermining the stability and sense of security that children require.

Furthermore, leaders and managers have failed to notify the regulatory body of significant incidents. Investigations into allegations or suspicions of harm have not been shared with relevant external agencies, such as social workers. This lack of communication has hindered external oversight and does not enable safeguarding professionals to fully understand safeguarding concerns and the responses taken.

Leaders and managers have developed effective links with local authority designated safeguarding officers, social workers and families. However, communication in relation to safeguarding matters is poor. This does not allow for external agencies or the regulator to understand children's experiences.

Leaders and managers have failed to ensure that staff are suitably qualified. Staff who had a relevant qualification have left the home since the last inspection. Leaders and managers do not have sufficient oversight of the gaps in staff's skills and knowledge.

Recording systems are chaotic. The current systems do not enable leaders and managers to review the quality of care or identify any changes that are required to keep children safe.

Rotas do not include the full names of the staff working in the home or the hours they have worked. It is unclear if sufficient staff have been on shift to care for children.

Leaders provided inconsistent information to inspectors and failed to see the connections between shortfalls in practice and children's safety and experiences. Compliance notices have not been met.

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)(ii)(iii)(iv)(v)(vi)(vii)(b)(c)(d)(e)) In particular, the registered person must ensure that children do not have access to hazardous item, risk assessments for children are accurately followed to prevent risk of fire, and any searches of children's bedrooms are completed when there is a suspicion of harm or actual harm.	31 August 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)(d)(e)(f)(g)(i)(ii)(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 the effectiveness of this on staff practice.	31 August 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 children are helped to lead healthy lifestyles.	31 August 2025

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 shared with placing authority social workers. All information and decisions relating to children's risks need to be clearly documented. Ensure that children are seen by placing authority social workers as agreed within their risk management plans.	31 August 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;

31 August 2025

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)(ix)(xi)(xii)(xiii)(b))	
The quality and purpose of care standard is that children receive care from staff who— understand the children’s home’s overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children’s needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— provide personalised care that meets each child’s needs, as recorded in the child’s relevant plans, taking account of the child’s background; provide to children living in the home the physical necessities they need in order to live there comfortably; ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child. (Regulation 6 (1)(a)(b) (2)(b)(iv)(vii)(c)(i))	31 August 2025

Specifically, leaders and managers must ensure that the home environment is designed and furnished to represent a home for children, and all repairs are completed without delay so that the home is free from hazards. Children's bedrooms should be clean and tidy.	
The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(a)(b)) In particular, ensure that staff practice is reviewed to ensure they are qualified, experienced and have the skills to provide consistent care.	31 August 2025

* These requirements are subject to a compliance notice.

Information about this inspection

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: 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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