

2810447

Registered provider: Dimensions Care Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned. It is registered to provide care for up to three children with emotional and social difficulties. The home provides short-term care for children.

There were two children living at the home at the time of the inspection.

The home is led by a registered manager.

Inspection date: 12 August 2025

Date of last inspection: 20 May 2025

Judgement at last inspection: good

Enforcement action since last inspection: none

Information about this inspection

At these inspections, 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

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

- The environment was not welcoming and had not been maintained to a good standard
- Staff were unable to meet children's behavioural needs
- The managers oversight of the home was poor

This assurance inspection took place due to concerns arising from inspection outcomes of other homes within the organisation that owned the home.

The home environment is not welcoming, inviting or maintained to an acceptable standard. This is because staff are unable to prevent the children from causing damage to the home. For example, children have smashed glass within external doors, pulled light fittings down, written graffiti on walls and surfaces and damaged fixtures and fittings in the home. The home has not had a maintenance team in place for several weeks, resulting in action not being taken to repair the damage.

Staff are not equipped to manage children's behaviour that challenges them. On one occasion, a child was able to cause significant damage to their bedroom. This left the child at significant risk of harm, including electrocution, following the child removing a light fitting. Throughout this time, staff spoke to the child from behind a closed door and observed the incident from the garden area.

Staff have not demonstrated a proactive response to supporting children. As a result, children have been able to come together to plan disruption in the home to assist a child in their attempt to go missing. Alarms are used on children's bedroom doors. However, a child was able to go into another child's bedroom undetected by staff. These examples further evidence a lack of staff vigilance when supervising children.

The manager's oversight of the home has been inadequate. A child reported a serious allegation of assault by another child in the home. The investigation conducted by management was insufficient and lacked the necessary professional curiosity and rigour. Consequently, the manager is unable to provide assurance that the alleged incident did not occur.

There has been a lack of professional curiosity and reflective practice to ensure that lessons are learned from serious incidents. This hinders staff development and improvements to staff practice.

There has been a high level of staff turnover since the home opened. As a result, several staff have been supporting from other homes within the organisation. This has impacted the quality of care provided to children.

Not all staff have a thorough understanding of children's individual needs and how to support them. This has impaired the children's capacity to form and maintain positive, trusting relationships with staff. Changes in routines and staffing have led to increased instability for children.

Staff have carried personal items, including electronic cigarettes, on them while supporting children. On one occasion, staff left a bag containing their personal electronic vapes in a child's bedroom, which the child obtained and refused to return to carers. A record of this incident had not been made by staff. This prevents lessons from being learned from staff practice to improve the quality of care that children receive and places children at increased risk of harm.

The manager has failed to make suitable arrangements to ensure that all staff have received specific training to meet children's individual needs and risks. This includes attention deficit hyperactivity disorder, Pica and substance misuse. This fails to keep children safe, as staff are not equipped with the knowledge and skills they require.

Children do not have access to advocacy services, and the manager has failed to advocate on behalf of a child. The manager failed to act on concerns raised by a child about their care plan. As a result of the manager's failure to share this information with the child's local authority, the reunification plan continued. This placed the child at increased risk, resulting in them being arrested. This incident could have been prevented.

Leaders and managers are ineffective and do not provide sufficient management oversight and scrutiny of the home. There are important records that do not have management oversight. For example, serious behavioural incidents are not regularly reviewed or evaluated by leaders and managers. Physical intervention reports and missing-from-care reports do not include all required information. This prevents the manager identifying patterns and trends in children's behaviour and relevant plans being updated to provide robust guidance to staff.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/05/2025	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 children's views, wishes and feelings standard is that children receive care from staff who— In particular, the standard in paragraph (1) requires the registered person to— ensure that each child— is given appropriate advocacy support; ensure that an explanation is given to each child as soon as reasonably practicable after the child's arrival about— what advocacy support or services are available to the child, how the child may access that support or those services and any entitlement the child may have to independent advocacy provision. (Regulation 7 (1) (2)(b)(iii)(d)(iii)) This specifically relates to managers ensuring that children have access to advocacy services.	15 September 2025
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; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm;	15 September 2025

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 are familiar with, and act in accordance with, the home's child protection policies; 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; that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(b)(d)) This is specifically in relation to ensuring that children are adequately supervised. It also relates to ensuring that staff understand their roles and responsibilities in safeguarding children, taking action to manage risks when they arise. It also relates to maintenance issues being addressed in a timely manner.	
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;	15 September 2025

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; 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)(h)) This specifically relates to managers improving the monitoring systems in the home to improve the quality of care. It also relates to ensuring that staff have the appropriate training, qualification and experience to meet children's individual needs and work consistently as a team.	
The registered person must ensure that— children can access all appropriate areas of the children's home's premises; children can access all appropriate areas of the children's home's premises; and any limitation placed on a child's privacy or access to any area of the home's premises— is intended to safeguard each child accommodated in the home; is necessary and proportionate; is kept under review and, if necessary, revised; and allows children as much freedom as is possible when balanced against the need to protect them and keep them safe. (Regulation 21(b)(c)(i)(ii)(iii)(iv)) This specifically relates to staff locking doors to communal areas of the home at night.	15 September 2025
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the name of the child;	15 September 2025

details of the child's behaviour leading to the use of the measure;

a description of the measure and its duration;

details of any methods used or steps taken to avoid the need to use the measure;

within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(b)(i)(ii)(iv)(c))

This specifically relates to the manager ensuring that records of physical intervention include all required information and are reviewed in a timely manner.

Recommendation

- The registered person should ensure that staff are familiar with the home's policies on record-keeping, and understand the importance of careful, objective and clear recording. ('Guide to the Children's Homes Regulations, including the quality standards,' page 62, paragraph 14.4)

Children's home details

Unique reference number: 2810447

Provision sub-type: Children's home

Registered provider: Dimensions Care Limited

Registered provider address: Harold Sharp Ltd, Unit 5, Brooklands Place,
Brooklands Road, Sale M33 3SD

Responsible individual:

Registered manager: Kellie Galvin

Inspectors

Zoey Lee, Social Care Inspector
Linda Mason, Social Care Inspector

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