

2810447

Registered provider: Dimensions Care

Full 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 three children living at the home at the time of the inspection and their views were obtained for this inspection.

The home is led by a registered manager.

Inspection dates: 20 and 21 May 2025

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Inspection judgements

Overall experiences and progress of children and young people: good

Children feel safe at this home. They like the staff and say they can talk to them about anything. Staff speak warmly of the children. There are good relationships between the children and staff. One child said: 'This is a nice home, and the staff are all nice.'

Children's care plans are clear and detailed. They cover all aspects of the child's life. Ways are identified to meet each child's needs. Children are supported at a time of crisis in their life. Staff care for and protect the children for a short time while an assessment takes place.

The health needs of children are well met. They are clearly identified in the child's care plan. Staff receive additional training if a child has a specific health need. Medication is stored safely, administered and recorded well and audited by managers. Children are encouraged to eat healthily, and activities involve exercise.

The education of children is an important part of life here. Children have often been out of education for long periods. Staff help children to learn in positive and creative ways. This has led to progress being made for children. One child has returned to their home area and is achieving well, with increased days at school.

Staff have effective one-to-one time with children. These sessions are specific to a child's needs. They are recorded well, and staff learn from the manager's oversight comments. There are additional family meetings. They give children time to express their wishes and feelings. They are also a time to plan activities and food menus for the week.

The manager and staff support children to move to their new home. They are well planned together with staff from the new home. This includes sharing ways of caring for the child that have been effective. A social worker said, 'Staff nurtured him all the time he was there. They gave him love and care. The transition to the new home was brilliant.'

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

Staff understand safeguarding and risks to children. Risk assessments are detailed and specific to each child. They include history of known risks and actions staff should take to minimise risk. Behaviour support arrangements are also in the assessment. This includes a contingency plan to manage an incident that has escalated.

Physical intervention is sometimes used by staff to keep a child or others safe. All staff are trained in de-escalation and safe handling methods. Recording of incidents

involving physical intervention vary in detail. This has been identified by the manager and staff are re-trained when required. Additional sessions have been held with staff on recording and managing incidents. There are good debriefs with staff and children after incidents. The manager also provides good oversight.

Children occasionally go missing from the home. Staff respond quickly and appropriately when this happens. There are clear plans, protocols and risk assessments in place. The local police missing persons lead has delivered training to staff. Children have made good progress whilst living here, with missing episodes reduced.

Allegations against staff are taken seriously and responded to well by the manager. This includes arranging an independent investigation. Safeguarding professionals are involved appropriately. Action is taken to help children to remain safe.

The home has not always been maintained to a high standard. Some issues have not been resolved quickly. This presents a potential risk to children. This has been acknowledged by the manager and responsible individual. Plans are in place to rectify any existing shortfalls.

The effectiveness of leaders and managers: good

Staff speak highly of the manager and deputy manager and the support they are given. They say that they can take any concerns to managers. A child's family member and social worker also praised the manager and deputy. The social worker said, 'I highly commend them both.'

The manager ensures that team meetings are held monthly. They are reflective when discussing the children's needs and progress. They are also used for developing the staff team. Each staff member shares how they are feeling and any issues they may have. Additional training is included. Quizzes on topics such as safeguarding test staff understanding.

A comprehensive induction is provided for all new starters. This includes a range of training courses during the first two weeks before working in the home. Many additional courses are completed during the next part of induction in the home. Staff find the induction very useful and feel welcomed to the company. They also receive regular supervision with the manager or deputy manager.

The manager feels very well supported by an experienced and knowledgeable responsible individual. She visits the home regularly and knows the children well. The manager also values the support of a regional manager, her deputy manager and other home managers.

There are thorough quality assurance processes used by the manager. She has excellent oversight of all plans and reports. All documents are evaluated, and

comments are added by the manager. This helps staff learn and develop their skills. A range of audits are also in place. They are completed by the manager, deputy manager, responsible individual and area manager. The manager spends quality time with children and observing staff caring for them.

Central to the work at this home is the assessment process. It is well organised and comprehensive. The outcome is a detailed report regarding each child. It identifies children's needs. Recommendations are made for future longer-term placements.

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 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)(d)) This particularly refers to a quick response to damage caused and maintenance issues and ensuring the home is kept in a good and safe state of repair.	01 June 2025

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)

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: 2810447

Provision sub-type: Children's home

Registered provider: Dimensions Care

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

Responsible individual: Laura Williams

Registered manager: Kellie Galvin

Inspector

Shaun Caplis, Social Care Inspector

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