

2811999

Registered provider: Principle Support

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private provider owns and operates this children's home. It provides care for one child with learning disabilities, under short break arrangements and not for children or young people to live permanently at the home.

There has been no registered manager at the home since 8 September 2025.

There was no child living at the home at the time of this inspection.

Inspection dates: 30 September and 1 October 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 widespread failures that mean children and young people are not protected or their welfare is not promoted or safeguarded and/ the care and experiences of children and young people are poor.

Date of last inspection: not applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: inadequate

The shortfalls identified at this inspection relate to the quality of care provided to one child who spent four days living at the home. The poor leadership and management of the home, and poor safeguarding practice impacted on the child's safety and their experience. Decisions and responses to the child's behaviour have not always been child-centred and have increased the risk of harm.

Leaders failed to assess the child's needs before they moved into the home. Records indicate that staff did not fully understand the child's emotional and behavioural needs, which led to poor responses to the child when they became upset. Incidents increased, and leaders agreed that the child needed to move out of the home in an unplanned way.

The child was unsettled during the time that they lived at the home; the quality of care provided to the child was poor, and this impacted on their day-to-day experiences. The information recorded in the child's records is not always an accurate reflection of the child's experiences, and language used in records is not child centred.

Prior to the child's admission to the home, staff provided outreach support for the child in the family home. The child's parent gave positive feedback about staff and about the support the family received. However, staff failed to share full information about serious incidents with the child's family.

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

There are serious shortfalls in the safety and protection of the child. Some staff failed to act in a way to keep the child safe. Staff failed to intervene during an incident when the child became upset causing them to damage items in their bedroom. The child was left unsupervised in a potentially unsafe environment, and staff held the door closed which prevented the child from leaving the room.

There have been two incidents where staff intervened physically and used an unapproved hold, lifting and carrying the child. Details of the holds are not recorded on the child's file, and the child has not been provided with a chance to share about their experiences of being physically held. Records of the staff debrief sessions indicate that on one occasion the use of physical intervention was not necessary or proportionate.

Allegation management is poor because leaders have failed to follow safeguarding procedures. Information sharing with the relevant authorities has not been timely, and full information was not shared. This prevents multi-agency working to safeguard the child.

The child's individual risk assessment does not provide clear guidance for staff to follow to mitigate some of the risks. This includes when the child goes missing. There has been

one incident when the child attempted to go missing, however, it is not clear what happened because recording is poor.

Records show that some staff have failed to supervise the child in line with their plan. There has been one incident where the child was able to obtain a piece of raw meat and ate this in staff's presence. Medical advice was sought following this incident.

Leaders have failed to ensure that staff are safely recruited. Checks have not been completed for some staff, including those employed through an external agency.

The effectiveness of leaders and managers: inadequate

Management oversight of the home is poor. Leaders have failed to ensure that there is effective day-to-day management in place, in the absence of a registered manager. The systems in place to monitor the quality of care provided to children, the safety and welfare of children and staff practice are ineffective.

Leaders have failed to ensure that the staff team is suitably skilled and experienced to provide children with safe and consistent care. Staff are not provided with regular supervision in line with the home's statement of purpose. Furthermore, staff have not always received supervision from a suitable person.

There has been one complaint about the child, made by a member of the local community. It is unclear what steps have been taken to respond to the complaint because this information has not been recorded.

Leaders have failed to notify Ofsted about serious incidents in a timely way. This prevents the regulator from having full oversight of the risks to the child and the steps taken to reduce them.

Leaders have completed a full investigation and there is an action plan in place to address the shortfalls found. Poor staff practice has been managed under the organisation's disciplinary procedures.

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person 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 must comply within the given timescales.

Requirement	Due date
*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; 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 has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to each child;	16 November 2025

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; and 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)(h))	
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; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; and take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1)(2)(a)(i)(ii)(iii)(v)(vi))	16 November 2025
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. (Regulation 5 (a))	16 November 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	16 November 2025

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; 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; and 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. (Regulation 11(1)(a)(b)(c) (2)(a)(i)(ix)(x))	
The care planning standard is that children— receive effectively planned care in or through the children’s home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that arrangements are in place to— ensure the effective induction of each child into the home; manage and review the placement of each child in the home; and that the child’s placing authority is contacted, and a review of that child’s relevant plans is requested, if— the registered person considers that the child is at risk of harm or has concerns that the care provided for the child is inadequate to meet the child’s needs. (Regulation 14 (1)(a)(b) (2)(b)(i)(ii)(e)(i))	16 November 2025
Restraint in relation to a child is only permitted for the purpose of preventing—	16 November 2025

injury to any person (including the child); serious damage to the property of any person (including the child); or a child who is accommodated in a secure children's home from absconding from the home; and Restraint in relation to a child must be necessary and proportionate. (Regulation 20 (1)(a)(b)(c) (2))	
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; or if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3). The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a)(b) (3)(d))	16 November 2025
The registered person must ensure that all employees— receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b))	16 November 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; details of the child's behaviour leading to the use of the measure;	16 November 2025

the date, time, and location of 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; the name of the person who used the measure ("the user"), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and has signed the record to confirm it is accurate; and 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)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c))	
The registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there; or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(c)(e))	16 November 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: 2811999

Provision sub-type: Children's home

Registered provider: Principle Support

Registered provider address: Principle Support, 2 Arena Court, Sheffield S9 2LF

Responsible individual:

Registered manager: Post vacant

Inspector

Rachel Webster, Social Care Inspector

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