

2819334

Registered provider: Toto Children's Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private provider. It provides care for one child with learning disabilities. There was one child living at the home at the time of this inspection.

The inspector observed the child during the inspection.

The home and manager registered with Ofsted in March 2025.

Inspection dates: 30 September and 1 October 2025

Overall experiences and progress of children and young people, taking into account	good
---	-------------

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

The effectiveness of leaders and managers	good
---	------

The children's home provides effective services that meet the requirements for good.

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: good

The child moved into the home prior to the home being registered. A strong and consistent staff team alongside the support and direction of an experienced manager ensures that the child makes good progress and has an improved quality of life.

The home is a bungalow that benefits from having an enclosed garden. The home is minimal in terms of decoration, due to the child's needs and preference. However, the support and encouragement from the staff have resulted in the child now accepting some decoration of the home. The child's bedroom is painted in their favourite colours, and they have chosen items to furnish their home.

The child attends school full time. Issues can arise in school that impact on the child's mood at school and at home. However, the manager works closely with school staff to share information and helpful strategies to reduce this. This enables school staff to address issues as they arise.

The child's health needs are met well. Staff seek medical advice following any accidents or injuries when appropriate. The manager arranges and funds referrals to specialist services that they feel would be of benefit to the child. There is a commitment to 'getting it right' and recognising when professional support is required.

Staff support the child's relationship with their family, and as a result, time with them is positive and has increased. The child has a wide support network, including family and professionals. The manager ensures that the communication between them all is open and transparent.

Staff support and encourage the child to have new experiences. These include using public transport and going to a theme park. The child is now more relaxed in busier environments, which opens further opportunities for them.

The child has developed their life skills with the support of the staff. These skills will remain with the child as they move into adulthood and on from the home. However, there is still progress to be made in this area, as the staff sometimes struggle to engage the child in tasks that will further promote their independence.

Staff encourage the child to make choices for themselves by promoting and supporting their communication. As a result, the child has control over aspects of their care, including favoured staff support, what to wear, activities and food choices. The staff ascertain the child's views, wishes and feelings and act on these accordingly.

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

The child is supported by a stable team of staff, some of whom have worked with the child for several years. Therefore, the child has good relationships with the staff, and this has resulted in a decrease in incidents in terms of both frequency and severity.

There are occasions when the use of restraint is required to keep the child and others safe. Staff always use the least restrictive option, and the child is spoken to following the use of physical intervention.

Staff have a good understanding of the child, and they are guided by robust plans that are regularly reviewed. Staff are able to quickly identify triggers or early warning signs that the child is upset, and they can effectively de-escalate incidents.

There is a strong safeguarding culture at the home. The manager ensures that staff have the knowledge and skills required to keep the child safe. This means that any concerns are quickly identified, and the appropriate action is taken.

Staff support the child to develop important personal care skills. These skills provide the child with privacy and dignity and reduce the need for constant staff support.

Recruitment processes are thorough, and staff practice is continually monitored to ensure that they are able to meet the child's needs. This ensures that the child remains at the centre of practice and that their progress is not hindered. The child's social worker said, 'It's all about what works for [name of child].'

The effectiveness of leaders and managers: good

The home is managed by an experienced, skilled and committed manager. They are supported by an equally competent deputy, who has recently applied to register with Ofsted alongside the manager.

Staff say that they feel well supported by the managers and her deputy, who help them to develop through regular supervision sessions and training. The manager is a good role model and encourages reflective practice so that, as a team, they continually learn and make improvements.

The manager has a clear development plan in place that is regularly monitored for progress. The independent person visits monthly, and this helps leaders and managers to improve the quality of care provided to the child.

Team meetings are held regularly and are child focused. They provide staff with the opportunity to discuss any concerns and reflect together. Clear agendas and action plans identify who is accountable and help to maintain focus.

The manager has oversight over every aspect of the home and knows the child and staff well. The manager's evaluation of incidents is detailed and reflective. However, the manager does not always identify the language used in some reports that may not be helpful when describing the child's behaviour.

Feedback from the family and professionals is positive with regard to the management of the home. The social worker shared that their experience of working with the home had been faultless since the manager and her deputy have taken over.

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

Recommendations

- The registered person should ensure that the staff enable children to develop independence skills within the supportive environment of the home, including through encouraging independent use of kitchen and laundry areas when appropriate. ('Guide to the Children's Homes Regulations, including the quality standards', page 17, paragraph 3.25)
- 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. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

Information about this inspection

The inspector has 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: 2819334

Provision sub-type: Children's home

Registered provider: Toto Children's Homes Limited

Registered provider address: Cavalry Group, Lancashire House, The Sidings, Whalley, Clitheroe BB7 9SE

Responsible individual: Kate Durband

Registered manager: Lucy White

Inspector

Kerri Lynch, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked-after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2025