

2823940

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 run by a private provider. It provides care for up to four children with learning difficulties. There were three children living in the home at the time of the inspection. All three children were present and spent time with the inspector.

The home and the manager registered with Ofsted in February 2025. This is the first inspection since registration.

The manager was not present during the inspection as he was on leave.

Inspection dates: 13 and 14 August 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: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

Three children have moved into the home since it was registered. The children are siblings and are enjoying living in their new home together. The move was well planned and sensitive to the children's needs. They were prepared for their move and had the opportunity to spend time at the home and with staff before they moved in.

All three children have made significant progress. Staff have worked hard to ensure that the children feel safe and secure with them. For example, children no longer need to carry around items that provide them with a feeling of safety. The trusting relationships that the children have with the staff mean that the children develop existing skills and learn new ones.

The progress that the children are making is life-changing; for example, one child is now continent, and all children are developing their verbal communication, with two children beginning to form words and speak for the first time.

The children attend two different schools and all are doing well. The staff work closely with the children's teachers, who have commented on the improvements and the changes in the children's presentation since they moved into the home.

The home is welcoming and calm. There is lots of space for the children to use, including a large, enclosed garden with a trampoline, two lounges and a dining space. Communication resources are freely available, to support children to make choices and to express their views, wishes and feelings. The children have access to lots of games, toys, books, and items to enjoy and to ensure that their sensory needs are met. However, staff have been sleeping overnight in a vacant bedroom recently instead of waking night staff.

Children's health has improved since moving into the home. Children have grown and put on weight, and they have all now attended their routine appointments. Appropriate referrals have been made to ensure that all children's health needs are met.

The children enjoy spending time with their families and their other brothers and sisters. These visits are well planned, and staff work closely with the children's parents to ensure that visits are fun. The children have had lots of new experiences, including bus rides, trips to the beach and swimming. Staff ensure that new activities are well planned to ensure that they are positive experiences for children.

The children are supported by staff who show professional curiosity. This desire to learn from the children ensures that the children are always at the centre of their care and that their views, wishes, and feelings are considered.

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

The children are supported by staff who genuinely care for them and who consistently show them affection and nurture. This has resulted in strong relationships being built, meaning that incidents are rare and have decreased since the children moved in.

Staff are aware of the restrictions in place for the children and ensure that other professionals agree with these to confirm that they are in the best interests of the children. However, during the night, children are regularly visually checked by night staff. This practice has not been regularly reviewed and impacts on children's privacy.

Staff are guided by robust plans that are regularly reviewed and updated to ensure that the information is current. Staff are skilled at de-escalation techniques and are responsive to the children's needs. As a result, the risk levels for children have decreased.

The use of restraint is rare. When restraint has been used, this has been proportionate and necessary. Staff observe children following incidents and use their knowledge of the children to make decisions on the child's well-being and to take appropriate action. However, following the use of a restraint, the children are not consulted in a way that they understand. This is a missed opportunity to try to capture the children's feelings.

Staff have a good understanding of safeguarding procedures. Safeguarding the children is a priority of all the staff and it is discussed in staff supervision sessions, team meetings and regular in-house training. This ensures that staff maintain their knowledge.

There has been one safeguarding concern relating to a staff member. This was identified quickly and is currently being addressed appropriately. Safer recruitment processes are thorough. These robust systems ensure that the risk of harm to children is reduced.

The effectiveness of leaders and managers: good

The manager is suitably experienced and qualified. However, since the children moved in, the responsible individual has been involved in supporting the manager on a day-to-day basis. There are alternative and appropriate plans in place for the management of the home, going forward.

The responsible individual has a good oversight of what is going on in the home for the children and the staff. Staff feel supported and receive regular, effective supervision sessions that allow them to develop their skills and knowledge while reflecting on their practice.

There has been one incident that Ofsted has been notified of. However, this was not submitted within the timescale and impacts the regulator's oversight of children's experiences.

The independent person visits monthly. They comment positively on the care and support provided to the children. However, there is little attempt to consult with the children in a way that they can understand. This is a missed opportunity for the children to have a chance to share their views with someone independent.

The provider has a strong ethos that has been firmly adopted by the staff team. One staff member said, 'I joined because I like what the company stands for, they foster safety and empower children, and this is what I am seeing.'

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 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— 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)(c)) This relates specifically to the registered person ensuring that all children are consulted about the measure in a way that they can understand.	26 September 2025
When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives, and persons working at the home as the independent person requires. (Regulation 44 (2)(a)) This relates specifically to the independent person finding a way of consulting with children in a way that they will understand.	26 September 2025
The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. A description of the accommodation offered by the home, including— the age range, number, and sex of children for whom it is intended that accommodation is to be provided; and the type of accommodation, including sleeping accommodation.	26 September 2025

(Regulation 16 (1) Schedule 1 (3)(b)(c))

This relates specifically to the registered person ensuring that the home can provide care and accommodation to the numbers of children it is registered for and that staff members do not sleep in vacant bedrooms overnight.

Recommendations

- The registered person should ensure that the observation, monitoring, or surveillance of children must not remove reasonable privacy, and should allow as much privacy as is possible. ('Guide to the Children's Homes Regulations, including the quality standards,' page 19, paragraph 3.36)
- The registered person should ensure there is a system in place so that all serious events are notified, within 24 hours, to the appropriate people. The system should cover the action that should be followed if the event arises at the weekend or on a public holiday. ('Guide to the Children's Homes Regulations, including the quality standards,' page 63, paragraph 14.13)

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: 2823940

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: Lucy White

Registered manager: Geoffrey Lygo

Inspector

Kerri Lynch, Social Care Inspector

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