

SC043255

Registered provider: Lincolnshire County Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a local authority. It provides care for up to six children who may experience social and emotional difficulties.

At the time of the inspection, six children were living at the home.

The manager is registered with Ofsted.

Inspection dates: 8 and 9 July 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: 2 October 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/10/2024	Full	Good
05/10/2023	Full	Good
17/01/2023	Full	Outstanding
22/02/2022	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Staff demonstrate warm, nurturing and playful interactions with children, which contributes to a positive and emotionally supportive environment. During observations, staff were seen responding sensitively to children's individual needs. For example, when one child appeared anxious in the morning, staff provided timely reassurance and support, working effectively to reduce her anxieties.

Care planning for children who are leaving the home is generally well considered and sensitively managed. For example, when a child moved on after a significant period living at the home, staff demonstrated thoughtful and personalised support. Their clear and careful planning contributed to a smooth, positive and emotionally supportive ending.

However, not all care planning is yet sufficiently robust. There are gaps in care planning for one child who recently moved into the home, specifically relating to personal care. The absence of detailed guidance for staff has led to inconsistent support with bathing and toileting routines. Staff are now considering safer approaches to personal care, including the use of additional training and clearer planning to ensure that all children's needs are met safely and with dignity.

There is strong advocacy from staff to ensure that all children access appropriate education placements. In instances where children do not have formal education provisions, staff provide individualised support and creative solutions to meet their educational needs. This includes a range of structured activities both inside and outside the home that promote learning and development. These approaches have helped to establish consistent routines and create a sense of safety and stability, which in turn supports children's readiness to engage with more formal education settings when the time is right.

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

Medication errors are promptly addressed with the staff involved when they occur. Leaders respond with a clear focus on reflection, accountability and learning, ensuring that appropriate actions are taken to prevent reoccurrence. This robust approach to practice improvement has been effective, with no further medication errors reported.

Staff demonstrate a good understanding of children's risks and how to keep them safe. They are confident in their responses to incidents such as children going missing from home and concerns relating to self-harm. However, on one occasion, staff failed to consistently follow a child's risk assessment, resulting in the child being out at night without appropriate supervision. In response, the manager has implemented a dynamic risk assessment process to support staff in managing emerging risks and ensuring children's safety.

Following an increase in self-harming behaviours and a decline in a child's emotional well-being, staff have responded with consistent care, nurture and support. They have demonstrated a strong understanding of the underlying factors contributing to the child's distress, which has informed more effective responses during times of crisis. This reflective and compassionate approach has helped build trust and emotional safety for the child.

One complaint was received during the inspection period. Staff did not follow procedures for recording and reporting complaints. As a result, the complaint was not reported to the relevant professionals in a timely manner, nor was it thoroughly investigated. This lack of compliance with established procedures limits opportunities for reflection, accountability and learning from concerns raised.

Physical interventions are used only as a last resort and are proportionate to the behaviour displayed and tailored to the individual needs of the child. However, there have been delays in having debrief discussions with staff and children following some incidents. In addition, managerial evaluations of interventions have not consistently explored or evidenced the proportionality of the response. Records of incidents also lack clarity regarding the de-escalation techniques and behaviour management strategies employed before the physical intervention. This limits the ability to evaluate the effectiveness of staff responses and to ensure that all possible preventative measures were considered before restraint was used.

The effectiveness of leaders and managers: good

There has been a significant improvement in management oversight and monitoring. On most occasions when errors or concerns in practice have arisen, these have been promptly recognised and addressed by leaders and managers. This demonstrates a proactive and accountable approach to leadership. The increased scrutiny and responsiveness have contributed to more consistent practice and improved outcomes for children.

There is clear development and positive change from the manager and her assistant manager. The manager demonstrates commitment to delivering high-quality care and support for children, underpinned by a passion for improving their lived experiences. Where further development is required, the manager shows insight and has a plan in place to address identified areas for improvement. This reflective and forward-thinking approach supports ongoing progress in the quality of care provided.

There are inconsistencies in the frequency of staff supervision and attendance at team meetings, particularly for relief staff who work regular shifts. This limits opportunities for all staff to reflect on their practice, receive support, and contribute to team development. It also reduces the ability to ensure that all staff consistently apply agreed approaches to care and safeguarding.

Staff have received training to enable them to meet the needs of the children in their care. In addition, consideration has been given to identifying child-specific training to further enhance staff's skills and knowledge. This demonstrates a commitment to continuous professional development and to tailoring support to children's individual needs.

However, some staff have expressed that they require additional guidance and developmental support from leaders and managers. At times, this lack of targeted support has affected their confidence regarding decision-making.

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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— 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 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; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1) (2)(a)(c)(d)(h)) This specifically relates to ensuring that staff receive effective support and ongoing professional development opportunities through regular team meetings and supervision sessions that are consistent with the home's statement of purpose. Additionally, this relates to ensuring that there is robust monitoring of incidents so that staff can reflect on lessons learned and receive constructive feedback.	3 October 2025
The care planning standard is that children— receive effectively planned care in or through the children's home; and In particular, the standard in paragraph (1) requires the registered person to ensure—	3 October 2025

that arrangements are in place to— manage and review the placement of each child in the home; and plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child’s placing authority. (Regulation 14 (1)(a) (2)(b)(ii)(iii)) This specifically relates to ensuring that there are clear and robust plans for children moving out of the home. When children move into the home, all plans must be updated so that staff have the relevant information to meet children’s needs.	
Subject to paragraph (6), the registered person must establish a procedure for considering complaints made by or on behalf of children. In particular, the procedure must provide that no person who is the subject of a complaint takes any part in its consideration or investigation, except at the informal resolution stage if the registered person considers it appropriate. The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39 (1) (2) (3)) This specifically relates to ensuring that when complaints are made, there are clear recordings, processes and investigations.	3 October 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— details of the child’s behaviour leading to the use of the measure; details of any methods used or steps taken to avoid the need to use the measure; the effectiveness and any consequences of the use of the measure; and	3 October 2025

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 (a)(ii)(v)(vii)(b)(i)(ii)(c))

This specifically relates to ensuring that when physical intervention is used, clear de-escalation techniques are used before the intervention. Furthermore, debriefs with children and management monitoring must take place in line with timescales.

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: SC043255

Provision sub-type: Children's home

Registered provider: Lincolnshire County Council

Registered provider address: County Offices, Newland, Lincoln LN1 1YL

Responsible individual: Tara Jones

Registered manager: Kelsie Tyrrell

Inspector

Eleanor Quanbrough, Social Care Inspector

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