

SC066916

Registered provider: Fullwood Care Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private company. It provides care and support for up to four children who experience social and emotional difficulties and/or have special educational needs and/or disabilities (SEND).

No children were living at the home at the time of the inspection.

The manager registered with Ofsted in May 2011.

Inspection date: 5 August 2025

This monitoring visit

On 18 July 2025, Ofsted decided to lift the suspension notice issued following the assurance inspection on 24 June 2025 and to impose an urgent condition under section 20B of the Care Standards Act 2000.

This visit was carried out to monitor the provider's progress and to ensure that the urgent condition is adhered to. Following this visit Ofsted decided to lift the urgent condition due to action taken by the provider to address the shortfalls previously identified.

No staff have joined or left the home since the monitoring visit on 15 July 2025. There are two staff vacancies in the staff team and recruitment is ongoing.

Since the last monitoring visit, staff have completed additional training. All staff have completed module one of the level 3 safeguarding course, as well as training on child sexual exploitation, and physical intervention and de-escalation. Staff have discussed the training during team workshops with leaders and managers. This has provided staff with opportunities to reflect on their learning and ensure that they understand how to transfer their training into practice.

Consultation forms have been introduced for staff to complete following training, offering opportunities for reflection, and encouraging thoughtful application of their

learning. This initiative aims to strengthen individual practice and ensure a more effective team collaboration.

Further action has been taken to address the use of derogatory language by staff when referring to children. Leaders and managers have actively engaged staff in discussions about the whistle-blowing policy and the code of conduct during team workshops. These sessions have enabled staff to deepen their understanding of the policies and their importance in promoting respectful practice and professional accountability.

Leaders and managers commissioned an independent consultant to support improvement at the home. The consultant's recommendations are being actioned.

Since the last monitoring visit, no team meetings have taken place. However, staff have talked about the workshops that they have attended together to improve practice. Individual supervision sessions are still outstanding for most staff.

Staff spoke positively about the changes that been introduced at the home since the last monitoring visit, especially the workshops, which they said that they would like to continue.

A new kitchen has been fitted, and decoration has been completed in other communal areas of the home. However, some minor repairs remain, including decoration of the staff bedroom.

The requirements raised at the full inspection were not considered as part of this visit and will be reviewed at the next full inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/09/2024	Full	Good
18/10/2023	Full	Requires improvement to be good
11/10/2022	Full	Good
21/06/2022	Full	Inadequate

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 with 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 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; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm; 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;	9 September 2025

that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi)(vii)(b)(d)(e)) In particular, the registered person must make sure that staff understand each child's individual risks and vulnerabilities and know what they need to do to keep them safe. The registered person must make sure that staff understand children's plans and follow them. The registered person must make sure that staff take effective action when children go missing from the home. The registered person must make sure that staff keep accurate records in relation to serious incidents. The registered person must make sure that staff understand the thresholds for physical intervention and have received appropriate training. The registered person must make sure that staff understand how to keep children safe online. There must be clear rules and boundaries for children in relation to social media and internet use. The registered person must make sure that staff understand and implement these safety measures consistently.	
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;	9 September 2025

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; 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; 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)) In particular, the registered person must ensure that there are clear leadership and management arrangements for the home, including when the registered manager is absent. The registered person must make sure that on-call arrangements provide adequate leadership and management oversight and support. The registered person must make sure that they use robust systems to monitor staff practice and provide feedback and learning to staff when there are shortfalls. The registered person must make sure that staff receive supervision in accordance with the home's statement of purpose. This supervision must be individual to each member of staff, enabling useful reflection to improve the quality of care that children receive. The registered person must make sure that there are enough staff in the home to care for the children, to meet their care needs safely, and to manage their risks.	
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children;	9 September 2025

use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.

In particular, the standard in paragraph (1) requires the registered person to—

understand and apply the home's statement of purpose;

ensure that staff—

understand and apply the home's statement of purpose;

protect and promote each child's welfare;

treat each child with dignity and respect;

provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background;

help each child to understand and manage the impact of any experience of abuse or neglect;

help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult;

provide to children living in the home the physical necessities they need in order to live there comfortably;

provide to children personal items that are appropriate for their age and understanding;

ensure that the premises used for the purposes of the home are designed and furnished so as to—

meet the needs of each child;

enable each child to participate in the daily life of the home.

(Regulation 6 (1)(a)(b)

(2)(a)(b)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(c)(i)(ii))

In particular, the registered person must make sure that staff speak about children using language that is respectful and helpful to them.

The registered person must make sure that staff understand children's health and care needs and look after them in a way that helps them to live with dignity.

The registered person must maintain good oversight of the condition of the home and ensure that maintenance issues are promptly addressed. The property must be homely, comfortable, and clean.

The registered person must make sure that children are provided with all items they need for their daily care, which promote their welfare and allow them to live with dignity and in comfort.

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC066916

Provision sub-type: Children's home

Registered provider: Fullwood Care Limited

Responsible individual: John Joel

Registered manager: Elaine Cooke

Inspector

Dawn Walker, Social Care Regulatory Inspector

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