

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 learning disabilities.

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

The manager registered with Ofsted in May 2011.

Inspection date: 15 July 2025

This monitoring visit

Serious and widespread concerns were identified at the home during an assurance inspection on 24 June 2025. Following the inspection, Ofsted suspended the provider's registration to operate the home by issuing a notice 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 suspension notice is being adhered to.

Since the assurance inspection, three members of staff have left the organisation. There are currently six residential care workers working at the home, and recruitment for the vacancies is ongoing.

The manager has held an initial meeting with staff to share the findings from the assurance inspection. However, no supervision sessions, reflective discussions or additional team meetings have taken place with staff to explore and address the shortfalls identified. As a result, there is no evidence that staff are receiving structured support or opportunities to reflect on their practice and make improvements.

The manager has taken some action to address the derogatory language used by staff when talking about children. However, there is no evidence that staff have received support in understanding and reflecting on the significance of the language that they use and how this impacts on children.

There is a plan in place for staff to receive training, and staff are enrolled in or have started training in safeguarding. Staff have also received training about substance misuse and the looked after child nurse has also delivered training to staff. However, there is no evidence that staff have had an opportunity to reflect on their learning or ensure that they understand how it should be used to improve practice.

Leaders and managers have reviewed and updated some policies including the safeguarding and missing from home policy. They have also developed a policy about when additional staff are required to work at the home. However, there is no evidence that these have been shared or discussed with the staff team to develop their knowledge and skills.

Action has been taken to improve the condition of the home. This will ensure that the environment is homely for children. However, the setting does not have a kitchen to enable children to cook meals and access refreshments. There are plans in place for a new kitchen to be fitted.

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; that the effectiveness of the home's child protection policies is monitored regularly.	26 August 2025

(Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi)(vii)(b)(c)(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. 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; ensure that staff have the experience, qualifications and skills to meet the needs of each child;	26 August 2025

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; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.	26 August 2025

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

Responsible individual: John Joel

Registered manager: Elaine Cooke

Inspector

Dawn Walker, Social Care Regulatory Inspector

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