

SC399586

Registered provider: FIRST 4 CARE LIMITED

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private company owns and manages this children's home. The home provides care for up to two children who may have social and emotional needs and learning disabilities.

One child was living in the home at the time of the inspection. The inspector spent time with the child during the inspection.

The manager registered with Ofsted in April 2024.

Inspection dates: 11 and 12 March 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: 23 May 2022

Overall judgement at last inspection: inadequate

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/05/2022	Full	Inadequate
10/08/2021	Full	Good
26/02/2020	Full	Good
14/08/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff have built up trusting relationships with the child. Staff know the child and their needs and are attentive and committed to helping the child make progress from their starting point.

Staff understand the child's preferred methods of communication, and communication tools are used to understand the child's views and ensure that the child's voice is heard. The home has these tools and pictures readily available as well as play activities that meet the child's sensory needs. This means the child can participate in their own day-to-day decisions and activities.

Staff promote education and learning for the child. Staff understand how the child learns and communicate this effectively with professionals who support the child. Staff understand the child's need for sensory breaks and the relationship between learning and sensory needs. This means educational activities are informed from a learning and therapeutic perspective and delivered in a way that benefits the child.

The child's health and emotional needs are promoted. The child is supported to attend their health appointments and is making progress in their independence skills. The child's progress is supported sensitively by staff without any expectations.

Achievements are celebrated in the child's journal, which is written to the child using kind and considerate language. This records the child's progress in the home and is a pleasant record for the child to look back on in the future.

The child benefits from the care provided through a therapeutic model. The child is treated with dignity, and their cultural needs are respected. When barriers to cultural participation are identified, staff work to overcome these. This supports the child to participate and embrace all aspects of their identity.

Family relationships are promoted. Staff recognise important relationships for the child and ensure that they can spend time with their family members. This happens regularly in the home. When barriers to family time are identified, staff find ways to overcome them so these important relationships are maintained.

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

Staff seek to understand the child and their behaviours. When a child's behaviours change, managers support staff to reflect and learn. When plans are updated, changes are shared with staff so they can provide safe care that meets the child's updated needs. This means the care offered to the child reflects their current needs and ensures the child's safety.

Individual risk assessments are updated regularly, and they are reflective of the child's changing presentation. Staff understand the child's previous lived experiences and seek to understand their behaviours. Staff benefit from clinical input through the home's therapist. This supports their level of understanding, using reflective spaces to explore behaviours and identify points of learning to further develop the care provided to the child.

Staff are skilled in strategies to support the child. Physical interventions are used as a last resort to ensure safety. All incidents are recorded with detailed narratives and reviewed by managers. Managers offer reflection and understanding in their oversight and a debrief with staff. This promotes understanding to identify points of learning for developing practice and influence any changes required for future incidents.

Investigations into allegations of harm are instigated urgently to promote safety. Concerns raised are thoroughly explored to ensure that the safety of the child is the priority. The managers have developed positive links with partner agencies to ensure open and honest discussions while investigations are completed and to promote the safety of the child. Actions identified are completed and lessons learned are implemented to ensure the safety and the quality of care being provided.

The effectiveness of leaders and managers: good

The home has a registered manager who is reflective and driven to ensure good quality of care. The staff team is new, and managers follow safer recruitment processes and make additional checks where needed.

Staff ensure effective communication during handover periods to ensure that essential information is shared. Team meetings are regularly held, which provides further opportunities for staff and managers to share information. This ensures a shared sense of ownership and accountability, which promotes the safety and well-being of children.

The registered manager and deputy manager are passionate about the care the child receives. Staff speak highly of their managers and feel valued and supported. Staff are supportive of each other and have developed resilience within the team. The staff attribute their resilience to having a strong management team. Managers are described as visible, approachable and always available to be involved in any element of care if needed.

Feedback from partner agencies is positive. There is evidence of effective communication and information-sharing, which supports positive outcomes for the child. One professional said that the registered manager's leadership skills are 'beyond brilliant'. Another professional commented how staff are child focused and always see the child. Evidence of positive professional relationships further supports the children's safety through well-coordinated information-sharing and responses.

The manager's system for monitoring and review is effective. Managers review all the elements of care provided and reflect to identify future development. Learning from practice is identified and implemented, seeking to improve the experiences of the child and their care. In addition, lessons learned and advice from the wider care team around the child are considered to further develop the offer of care.

Staff receive timely comprehensive supervision. Staff feedback is positive and confirms that supervision is held regularly in line with the home's statement of purpose. Staff can reflect on their practice and understand how this affects the child in their care. Staff are encouraged to take positive action, which promotes a culture of accountability among staff to ensure that their work continually helps and protects the child in the home.

Staff benefit from a robust training offer. Staff who have progressed positively through their probation period are enrolled on the relevant qualification. This ensures that the care provided to children is provided by a knowledgeable and qualified staff team.

No requirements or recommendations have been made following this inspection.

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: SC399586

Provision sub-type: Children's home

Registered provider: FIRST 4 CARE LIMITED

Registered provider address: 16 St. Wilfrids Road, Doncaster DN4 6AA

Responsible individual: Frances Russell

Registered manager: Carrie Moores

Inspector

Kate Jackson, Social Care Inspector

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