

SC408513

Registered provider: Oracle Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private company. It provides care for up to three children who may experience social and emotional difficulties.

At the time of this inspection, two children were living in the home. Both children were spoken to during the inspection.

The manager registered with Ofsted in January 2021.

Inspection dates: 16 and 17 September 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: 12 November 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/11/2024	Full	Good
15/08/2023	Full	Good
24/05/2022	Full	Good
01/09/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, one child has been supported to return to their hometown, and two other children have continued to live in the home. The child who left the home was well supported by staff in moving out and their views and feelings were considered throughout their move.

Children have continued to share positive, trusting relationships with staff, who have provided consistent care. One child said, 'I really love the staff here and I know they care about me.'

Staff understand the children's health needs well. They support children to attend their routine health appointments, along with any specialised services they may need to access. Staff advocate on children's behalf to ensure that they receive the right support. When any delays are identified, staff advocate and escalate this on behalf of the child. As a result, children can access the support that they need.

Children's hobbies and interests are consistently promoted, and children take part in a variety of activities, such as badminton, fishing and biking. Children have a choice in attending local clubs and sports groups and are encouraged to do so by staff, who understand the importance and benefits of children attending regular social groups.

Children's educational needs are understood by staff and children are supported to positively engage in their education. Where any barriers to education are identified, staff actively challenge this and ensure that there is a multi-agency approach to overcoming the barriers so that children receive the right educational support. One teacher said, 'Staff will challenge the school where appropriate to make sure we are meeting children's needs the best we can. They know the children exceptionally well and working with the home is like working with a parent.'

The home has recently undergone some refurbishment and redecoration. However, children's bedrooms need redecorating.

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

Staff know how to respond to children's risks and have a clear understanding of children's behaviour management plans and risk assessments, which are clear and kept under review. Children are helped to learn how to make better, safer decisions and manage their emotions in a healthier way, through targeted and regular direct work.

Incidents resulting in physical intervention have decreased and physical intervention is only used as a last resort. Incidents are well recorded and children's plans, including their behaviour management strategies, are always followed. Children are always supported appropriately following any physical intervention and staff involved receive managerial and clinical support where needed. The manager thoroughly evaluates

incidents and identifies any learning or practice development opportunities, which are addressed with the staff team.

Children rarely go missing from the home, with only two such incidents since the last inspection. Staff always follow children's missing-from-home plans and support children to return home safely. Children are always offered return home interviews and direct work is carried out to gain children's views, which are explored with them to help prevent future missing-from-home incidents.

Rewards are regularly used to acknowledge and promote positive behaviour and children's achievements. Staff work with children to set realistic and achievable goals, which are consistently reviewed and updated to keep children engaged. Consequences are also used to address children's behaviours, but these are sometimes ineffective. The effectiveness of the consequence is not always assessed by the manager in her overall evaluation.

Children are not prescribed any regular medications. However, one child is prescribed a PRN medication to be used, where appropriate, in relation to significant incidents for a short time. This medication has been used on two occasions. Staff received additional training with a mental health professional to develop their understanding of this. Records of administration and incidents are detailed, and managers' oversight is clear. However, the PRN medication was not identified as a chemical restraint, therefore was not recognised as a restraint in the child's behaviour support plan.

The effectiveness of leaders and managers: good

The registered manager is a constant figurehead in the home and is identified by the children as someone they trust and go to for help. She knows and understands the children and advocates strongly on their behalf. One independent reviewing officer said, 'I am really appreciative of the way the manager has continued to advocate and support [name of child] throughout a challenging year. Other homes I know may have given up on [name of the child] but I am extremely grateful to the manager and her staff team for the level of care and commitment they have shown.'

Staff express genuine enthusiasm about the manager and the support they receive. They say that she is approachable, kind and committed and keeps the team together during difficult periods. Staff say they feel appreciated at work and that having strong, supportive leadership is one of the best things about working in the home. They say they have lots of opportunities to access any additional support they may need and the manager encourages all staff to access additional clinical supervision when needed.

Mandatory training is kept under review and is up to date for all staff. In addition to this, staff have accessed more specialised training, specific to children's evolving needs. As a result, staff say that they feel well informed and equipped to understand and meet children's individual needs.

The quality and recording of supervision have improved since the last inspection. Staff are offered multiple opportunities in regular supervisions, team meetings and single

subject supervisions to express their views, reflect on their practice and identify or address any areas for development.

The staff team has remained stable, with a small number of new staff replacing a small number of staff who have left. Before staff have left, the manager made plans for children to spend time with them to experience a positive ending to their relationships. However, in the manager's absence, this plan was not followed, resulting in one child feeling disappointed about the goodbye they experienced. Leaders did not have adequate oversight of this plan in the manager's absence from the home.

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— the effectiveness and any consequences of the use of the measure. (Regulation 35 (3)(a)(vii))	20 November 2025

Recommendations

- The registered person should ensure that children are consulted regularly about decorating their bedrooms and that if they decline to have work done, this is clearly recorded. ('Guide to the Children's Homes Regulations, including the quality standards', page 16, paragraph 3.19)
- The registered person should ensure that any use of chemical restraint is recorded as such and included in the child's behaviour support plan. ('Guide to the Children's Homes Regulations, including the quality standards', page 16, paragraph 3.19)
- The registered person should ensure that where possible, when staff leave the home and have a positive relationship with children, children are supported to maintain that relationship or experience a planned, positive ending, where appropriate. ('Guide to the Children's Homes Regulations, including the quality standards', page 38, paragraph 8.6)

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: SC408513

Provision sub-type: Children's home

Registered provider: Oracle Care Limited

Registered provider address: Suites 1 & 5, Riverside Business Centre, Foundry Lane, Milford, Belper, Derbyshire DE56 0RN

Responsible individual: Laura Duckers

Registered manager: Rachael Guest

Inspector

Justina Henry, Social Care Inspector

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