

SC431699

Registered provider: Capstone Care Provider Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

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

Two children were living in the home at the time of this inspection.

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: 11 February 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/02/2025	Full	Good
20/03/2024	Full	Good
11/01/2023	Full	Good
22/03/2022	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

Children have warm, positive relationships with staff who understand their individual needs. The well-being of children is at the centre of care practice. Children have meaningful conversations with staff about topics that help them to stay safe and understand risks and opportunities. This helps children to mature and develop the ability to make decisions for themselves. Children are engaging in independence plans and developing life skills. They are encouraged with rewards and praise from staff.

Children know how to make a complaint. They are supported and encouraged to do so. The investigation process reviews their concerns and involves their social worker, and there is a clear response to children. Children are involved in important discussions and meetings, and their views and wishes are responded to. Changes are made in the home because of feedback from children.

Children are making progress in their education. Staff are ambitious for the children in their care and advocate for the right support for children in school. This stability has enabled children to sit important exams. This will have a positive effect on their future. Children aspire for their future. One child makes videos and songs for the staff, explaining how they feel well cared for. This includes comments such as, 'You show us the way.'

Children are offered regular activities and encouraged to try new things. Children enjoy pop concerts, escape rooms, meals out and holidays. Children celebrate milestones and achievements and attend celebrations at school, such as award ceremonies and prom. Time spent with family and friends is prioritised, and the children have regular, safe contact with people who are important to them.

The home provides stability for children, and they have developed a sense of permanence and belonging. One family member said the child talked about her 'home' and often asked to return early after family visits. When children move on from the home, their transition is thoughtful. The move is planned to ensure that the unique needs of the children are met, and any concerns are addressed.

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

Staff have a good understanding of the needs of the children, including how past experiences may have affected them. Incidents rarely occur, and staff do not need to physically intervene to keep children safe. Staff use their skills to de-escalate situations effectively, and they promote clear boundaries and expectations for children. The inspector spoke with one child who said they felt safe, commenting, 'Staff do their best to look after us.' Children are supported to take positive risks appropriate to their age.

When children go missing from home, staff know what action they need to take to keep children safe. There is good communication with the relevant people, and children often choose to return home by themselves. They are offered food and medical attention. There is always the opportunity to speak to other people about the actions that can be taken to stop the same thing happening again.

The recruitment of staff is clear and well organised. Checks and verification processes are completed before staff begin work in the home. All new starters undertake an effective induction that helps them to feel confident in their role. Children are protected from harm by the safer recruitment procedures that are in place.

The physical environment for children is safe, and there are regular reviews and audits to ensure this. The local area risk assessment is appropriate, and there is consultation with the relevant people. However, further work is required to promote a warm and homely environment. Some carpets and flooring are damaged and worn, and redecoration and repair are needed in the bathrooms and with the paintwork.

The effectiveness of leaders and managers: good

Staff speak very positively about the manager and the deputy manager. They speak positively about each other and say they work well together. The manager creates the right supportive environment for staff and encourages their development. Staff have the necessary skills and abilities to meet the needs of the children and keep them safe. Staff feel able to approach managers with any concerns and are clear on what actions they would take to safeguard children.

The quality of professional relationships is very good. Professionals describe good feedback, great communication and a good knowledge of the children. There is regular contact with a wide range of external professionals and families. This secures good-quality care and experiences for children. Professionals also said they could see improvements in the well-being of children and continued progress.

Staff meetings are held regularly, and there is a good attendance. Children are the focus of the meeting. Meeting minutes evidence a good review of the home. The manager has led extensive training and discussion with staff to support the use of kind, child-centred language in the home. This has been discussed with children, who have been involved in decisions about the wording used in documents and preferred terms for staff to use in the home.

The home is properly staffed and resourced. Arrangements for supportive staff supervisions are in place. However, these do not always offer staff the opportunity to reflect or review the care and support offered to children. While day-to-day support is effective, staff have not been offered appraisals in line with regulation and the provider's expectation.

The registered manager has oversight of the home and conducts regular audits to ensure that quality is maintained. There is consultation with the relevant people and a good understanding of the risks specific to the home. The manager understands the issues that may cause risks to children and what actions are required from staff to keep children safe. However, the required regulation 45 report has not been completed. This does not allow the regulator the opportunity to review and assess the quality of care provided.

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person 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 must comply within the given timescales.

Requirement	Due date
The quality and purpose of care standard is that children receive care from staff who— In particular, the standard in paragraph (1) requires the registered person to— ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child. (Regulation 6 (1) (2)(c)(i)) This requirement has been restated.	31 December 2025
The registered person must complete a review of the quality of care provided for children ("a quality-of-care review") at least once every 6 months. (Regulation 45 (1))	31 October 2025

Recommendation

- The registered person should ensure that all staff have their performance and fitness to carry out their role formally appraised at least once annually. This appraisal should take into account, where reasonable and practical, the views of other professionals who have worked with the staff member over the year and children in the home's care. Supportive staff supervisions should allow staff the opportunity to reflect on and discuss all aspects of the children's care. ('Guide to the Children's Homes Regulations, including the quality standards,' page 61, paragraph 13.5)

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: SC431699

Provision sub-type: Children's home

Registered provider: Capstone Care Provider Limited

Registered provider address: The Renewal Trust Business Centre, 3 Hawksworth Street, Nottingham NG3 2EG

Responsible individual: James Broadfield

Registered manager: Ann Leathers

Inspector

Jo Cansfield, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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