

SC469686

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 by a private company. It provides care for up to 3 children who may experience complex social and emotional difficulties and require attachment-aware and trauma-informed care and support.

The manager registered with Ofsted on 27 May 2021. She has an appropriate qualification and is suitably experienced.

Inspection dates: 26 to 27 November 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: 8 October 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/10/2024	Full	Good
12/07/2023	Full	Requires improvement to be good
13/12/2022	Full	Good
09/03/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of the inspection, two children were living in the home, and both spoke to the inspector. Both children said that they enjoy living in the home and have positive relationships with staff. Plans were in place for a third child to move into the home following the inspection. Transition arrangements were well managed and supported the child to experience a smooth and settled move.

Children receive strong support from staff with their learning and attend education provisions that appropriately meet their educational needs. This approach has led to positive outcomes for the children. For example, one child has aspirations to attend college and pursue a career in construction following the completion of their exams. However, another child's educational progress is not good. Although the registered manager has held discussions regarding the child's education plan, this needed to be escalated with senior management to ensure appropriate oversight. The child remains behind in their learning, which is not a reflection of the registered manager's efforts.

Healthy lifestyles are a priority within the home. Staff consistently promote positive health practices and encourage children to take responsibility for their own wellbeing. Children are supported to maintain good standards of personal care and ensure that all routine health appointments are attended. In addition to practical support, staff engage children in regular, meaningful conversations about health-related topics, including nutrition, exercise, emotional well-being, and personal safety. These discussions help children to develop a deeper understanding of issues that may affect their physical and mental health; this empowers children to make more informed choices about their lifestyle.

Children receive nurturing care that meets their ongoing and emerging needs including their emotional needs. Staff work in close partnership with the in-house clinical team and other professionals to ensure children receive specialist, informed care. Staff have received bespoke training in a therapeutic model of care and remain committed to embedding this approach in their daily practice. As a result, children are better supported to regulate their emotions and talk about their feelings.

Children are supported to maintain their relationships with their families and other people who are significant to them. When staff are required to plan for supervising family time and activities, they do this in line with local authority care plans. These interactions are managed to ensure they remain safe, supportive and consistent with children's needs.

Staff consistently demonstrate pride in the children's progress from their individual starting points. Children's achievements, whether minor or significant, are acknowledged and celebrated in a positive and supportive manner.

Children enjoy a welcoming, comfortable and nurturing environment that is decorated to a high standard. Staff and children take pride in their home and bedrooms are personalised to suit children's wishes and interests. This creates a homely atmosphere, where children make good progress. This level of care and nurture shows children that they are valued and respected. However, staff practice does not always ensure that the environment is homely. For example, there is a blanket approach to having window restrictors. This is not proportionate to any potential or identified risks for children.

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

Staff understand risks and vulnerabilities for children and manage these effectively. They proactively engage with children and have important discussions about the risks associated with social media and the internet. This approach provides children with valuable guidance, enabling them to make safer choices. Notably, children going missing from the home has reduced because of this support.

Incidents of children going missing from the home are infrequent. If a child does go missing, the registered manager ensures that the missing-from-home protocol is promptly implemented. Staff respond effectively to locate the child as quickly as possible, thereby reducing potential risks within the community.

Incidents are effectively managed, with staff maintaining detailed records of each occurrence. The manager conducts reflective reviews following incidents, ensuring that any identified actions are followed up appropriately. Staff actively engage with children to gather their views and understand how best to support them in the future.

Children are aware of their rights and understand the process for making a complaint. Managers act promptly to investigate and resolve any concerns raised. This approach provides assurance to children that their issues are taken seriously, and that timely, appropriate action is taken.

Managers and staff ensure that information is shared promptly with relevant professionals, when concerns arise regarding children's safety. They maintain strong working relationships with social workers, educators, police, and mental health support services. Feedback from professionals highlighted that staff have demonstrated consistency, determination and have implemented effective plans to safeguard the child.

Overall, recruitment practice is thorough and ensures that staff are suitable and safe to work with children. However, on occasions, managers did not review whether agency staff have the appropriate skills and qualifications, however this has not impacted on the care and protection of children safety.

The effectiveness of leaders and managers: good

The home is managed by a committed and experienced manager and senior management, who demonstrates good leadership. She works effectively in partnership with other professionals and maintains positive relationships to ensure that children receive good-quality care.

Managers and the staff team complete training to meet children's specific needs. This learning and development are embedded into practice and supports staff to communicate effectively with children ensuring that children communicate and participate as fully as possible in all aspects of their care planning.

Managers and leaders demonstrate a strong and comprehensive understanding of children's experiences and vulnerabilities. They consistently recognise and celebrate the achievements and progress that children have made since moving into the home. The manager has a clear overview of each child's development and implements strategies to support them to maintain progress and overcome challenges they face.

The registered manager demonstrates a commitment to advocating for children by escalating concerns when shortfalls in support and care are identified. She challenges the local authority when necessary to ensure care plans accurately reflect the child's needs. However, on one occasion, when a child's care plan required review, the manager did not act proactively to challenge or escalate concerns with the placing authority and partner agencies in a timely manner.

Staff provide positive feedback and confirm that they feel well supported by the registered manager. Staff benefit from regular team meetings, promote continuous learning and contribute to improved practice. However, managers do not always use supervision effectively to monitor staff development. For example, not all staff received regular supervision in line with the organisations policy.

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, 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
In meeting the quality standards, the registered person must, and must ensure that staff— if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5 (1)(c))	23 February 2026

Recommendations

- The registered manager must ensure if a child's progress is not in line with their agreed targets or next steps, staff should seek expert advice from education professionals and challenge the child's education provider. ('Guide to the Children's Homes Regulations, including the quality standards,' page 28, paragraph 5.11)
- The registered person must ensure that children's homes to be nurturing and supportive environments that meet the needs of their children be homely, domestic environments and should seek as far as possible to maintain a domestic rather than 'institutional' impression. ('Guide to the Children's Homes Regulations, including the quality standards,' page 15, paragraph 3.9)
- The registered person must have systems in place so that all staff, including the manager, receive supervision of their practice. ('Guide to the Children's Homes Regulations, including the quality standards,' page 61, paragraph 13.2)

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: SC469686

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: Jade Bailey

Inspector

Patrick McIntosh, social care inspector

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