

SC479632

Registered provider: Hopscotch Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private company and provides care for up to 5 children who may experience social and emotional difficulties.

The home registered with Ofsted in August 2014. The manager registered in February 2025.

At the time of this inspection, 2 children were living at the home. One child was spoken to during the inspection.

Inspection dates: 13 and 14 January 2026

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: 24 June 2025

Overall judgement at last inspection: inadequate

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/06/2025	Full	Inadequate
24/04/2024	Full	Requires improvement to be good
06/06/2023	Full	Good
14/02/2023	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

There is a consistent team of staff that understand the children's needs and know them well. Children build trusting relationships with staff and enjoy spending time taking part in key-work sessions, activities and trips out, such as going trampolining, walking, visiting the arcades and the beach. This allows children to develop their likes and dislikes and have their views, wishes and feelings heard.

Staff understand the children's backgrounds and have developed relationships with children's family members and friends. Staff support children to spend time with their family and friends, even when they live some distance away. This means children do not lose sense of their identity and the feeling of belonging.

The children are not attending full-time education. However, the manager works well with children's placing authorities and education professionals to ensure that children are provided with alternative learning opportunities to support progress until a suitable education placement is identified. Feedback from one education professional was positive about support from staff during education sessions.

Children are supported by staff to work through and complete a 'Learning for life' booklet. This supports children to develop skills appropriate to their age and development in readiness to move on to adulthood. The manager has advocated on behalf of a child in line with their views, wishes and feelings to move to supported accommodation in the local area. The child is being helped to prepare for the impending move.

Children are supported by staff to attend routine and specialist health appointments. The impact of children's earlier life experiences and ongoing emotional wellbeing support is assessed by the in-house clinical team, who supports the staff to work therapeutically with the children. One child is supported to attend the child and adolescent mental health services to support their ongoing mental health needs and medication administration. This means children's health needs are recognised and understood and are being met by staff.

The home is decorated and furnished to a good standard. The children like their home and take pride in it. Consequently, the children live in a happy and safe home where staff treat them with dignity and respect. One professional said, 'I can't praise them highly enough; this home is very receptive and warm. I feel very supported by the manager and staff, and communication is great.'

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

Children's plans provide staff with clear guidance on what steps they should take to keep children safe. Staff know the children well and understand their risks and

vulnerabilities. Staff follow children's individualised risk management and safety plans to safeguard children and to support them to manage their emotions. Plans are regularly reviewed and updated.

One child has been missing from home once since the last inspection, and only for a short period. This is a significant reduction compared with their starting point. Another child has been absent from home without permission on several occasions. The manager and staff take a proactive approach to supporting the safe return of children, working closely with placing authorities and the police to assess and reduce risks. As a result of this coordinated approach, incidents of children going missing from home have significantly decreased.

Significant incidents are managed well in line with safeguarding protocols. Concerns regarding a shortfall in a member of staff's conduct, which did not impact on children's safety, have been managed well in line with safeguarding procedures. The local authority designated officer was alerted and an internal investigation conducted in a timely manner. This multi-agency working supported the member of staff to reflect on their conduct and professional boundaries.

Staff are trained in physical intervention and de-escalation techniques. Physical intervention is used as a last resort. On several occasions, staff have had to hold a child when they are in crisis. The interventions are proportionate and necessary to keep the child and staff safe. These incidents have decreased since the child moved into the home.

Staff have discussions and share risk management plans with children to help them understand their risks and vulnerabilities and what action staff should take to keep them safe. This provides an opportunity for children to discuss their triggers and what may work best for them in different situations.

Staff are recruited to work in the home in a safe way. The manager ensures that the necessary checks are completed before staff start working with children. This helps to ensure that the adults working with children are safe to do so.

The effectiveness of leaders and managers: good

The registered manager is experienced, holds a childcare qualification and is working towards a management qualification. She has aspirations for the children in her care. Staff speak in high regard of the manager and the support she provides to her team. One member of staff said, 'During my employment, I have always felt that I could speak to any of the managers about anything personal or work related. I feel comfortable talking to [name of manager], and I feel listened to.'

New staff receive a thorough induction that provides them with a detailed programme of training and guidance for their new role. On completion of their probationary period, staff are enrolled on to a suitable qualification if they are not already qualified. This leads to consistency in care and support for the child.

Staff receive regular practice-related supervision that considers staff wellbeing and offers them opportunities to reflect on their practice. The manager and responsible individual provide effective oversight and appropriate challenge to staff where required. This helps staff to adapt their practice accordingly to meet the needs of the children.

Staff receive training that supports them in their roles. However, not all staff are trained in deprivation of liberty safeguards, internet safety, allegation management and bereavement, grief and loss. This would further upskill and strengthen the staff's knowledge in specific areas that relate to the children in their care.

The registered manager has systems in place to review and monitor the care provided to children and the progress children are making. She is aware of the strengths and weakness in relation to the operation of the home. When shortfalls have occurred, the management team has been quick to respond. Managers review to establish any lessons learned to avoid the situation from occurring again in the future.

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

Recommendation

- The registered person should ensure that all staff complete training in deprivation of liberty safeguards, bereavement, grief and loss, internet safety and allegation management. This will enhance their knowledge and develop their skill set to support the children. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)

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: SC479632

Provision sub-type: Children's home

Registered provider: Hopscotch Care Limited

Registered provider address: 19 Lancaster Road, Carnforth, Lancashire LA5 9LD

Responsible individual: Aaron Redhead

Registered manager: Kathryn Flint

Inspector

Julie Elder, 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
W: www.gov.uk/ofsted

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