

1249196

Registered provider: Headway Adolescent Resources Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private provider and offers care for up to four children who experience social and emotional difficulties.

At the time of the inspection, three children were living at the home.

The manager registered with Ofsted in March 2025.

Inspection dates: 25 and 26 June 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: 22 July 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/07/2024	Full	Good
23/05/2023	Full	Good
26/07/2022	Full	Good
20/07/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children are making good progress in the home with the support of staff. One child has increased confidence, and another child has settled into the home quickly with the nurturing and supportive approach of staff.

Children said they like living at the home, feel safe, and have positive relationships with staff. One said they would talk to staff if they got upset or angry, and another said they have everything they need.

All children maintain very good school attendance and enjoy engaging in education. Professionals said staff encouraged one child to visit their school before they started to familiarise themselves with the school and the site. Another said that the registered manager regularly communicates with them, and they had a thorough handover, so she fully understands children's specific needs.

Interactions between staff and children are kind and caring. Children spend time with staff, rather than in their bedrooms, demonstrating the positive relationships they have with one another.

Staff support children's health and well-being. Children are registered with local universal services and are supported to attend appointments. They have a varied and balanced diet and help staff choose their meals each week. Children sit and eat dinner together, and they were all seen talking at the table while staff prepared their meals.

Staff help children maintain positive relationships and enjoy quality time with family members. Professionals stated that the staff have been proactive in helping one child to keep in touch with their previous carers. Children participate in a range of activities with staff, such as going to the park, fishing, and spending the day at the beach.

The home is well presented, welcoming, and homely for children. There are a range of soft furnishings, and children's bedrooms are personalised, which makes the home feel cosy. However, some staff carry bunches of keys in the home, which can feel institutionalised and detract from the homely feeling.

The children's guide is clear, detailed, and covers all aspects of the home and children's care, but photos of the home are minimal. It is also designed for older children, so for younger children, who recently moved into the home, it is not age appropriate.

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

Staff support children with effective routines and boundaries, so they have stability in the home and know what to expect. Children have regular structure at bedtime and settle

well at night. Younger children enjoy reading with staff and story time before they go to sleep.

Staff support older children in learning practical skills in preparation for independence. Staff have encouraged and helped them learn to budget, plan meals, go shopping and prepare food.

Restraint is not used in the home, although staff keep up to date and attend annual refresher training, so they understand the different techniques used for younger children and children who have experienced trauma. When children go missing, staff follow their protocol and liaise with external professionals to keep children safe and return them to the home.

Children are prepared for their moves into the home. They visit for tea, and staff arrange activities for them to meet other children. Recently, children were taken to a safari park for the day together. This helps alleviate any anxiety and helps children feel welcome in their new home.

When children move on from the home, the registered manager ensures that the process is well managed. Moving-on plans are made to ensure that children feel prepared and comfortable. Staff plan positive endings, such as going out for a meal, and they keep in touch with children after they move.

The registered manager ensures that all staff working with children are safe. Recruitment checks are thorough and in line with safer recruitment guidance. Leaders and managers have improved recruitment processes to ensure that they are robust. Children have not raised any concerns or complaints against staff.

The effectiveness of leaders and managers: good

The registered manager is an excellent advocate for children. When children do not have their needs met by external professionals, she ensures that additional resources are accessed and challenges appropriately in the children's best interests.

The registered manager is enthusiastic and committed to developing the staff team to ensure that children live in a stable and secure environment. She has improved aspects of supervision to include reflective practice so that staff provide children with nurturing and supportive experiences.

Staff said they enjoy working at the home and spending time with children. They provide examples of the progress that children have made with their support. This is due to the positive relationships they have built with children, as well as the therapeutic and nurturing approach to their care. Staff said, despite having a new manager, they feel supported by her and enjoy having time to reflect during supervision.

Staff receive mandatory and additional training, and they all have relevant qualifications or are working towards them. To enhance regular supervision, staff receive clinical

supervision each month so they can receive specialist guidance and meet children's needs effectively.

Leaders and managers have good oversight of the home and provide a high level of support to the registered manager. Leaders are confident about the new registered manager and said that she has had a positive impact on the home, not only for children but for staff too. They said she is passionate about the care provided to children and ensures that all children feel settled, loved, and welcome in their home.

Effective monitoring and review systems are in place. Leaders and managers carry out regular quality assurance audits to evaluate the standard of care. Additionally, the registered manager completes a monthly report for each child that considers all aspects of their care and whether there are unmet support needs.

The home is always fully staffed. If agency or bank staff work in the home, the registered manager requests workers who children are familiar with. Permanent staff and the registered manager regularly cover shifts, ensuring stability and consistency for children.

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

Recommendations

- The registered person should ensure that the home environment is nurturing and does not feel institutional. In particular, this relates to consideration of the impact of staff carrying bunches of keys around the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that a children's guide is made available to all children when their placement in the home is agreed (or on arrival at the home if the placement is made in an emergency), and it must be age appropriate, provided in an accessible format, and explained to each child to ensure that they understand it. ('Guide to the Children's Homes Regulations, including the quality standards', page 24, paragraph 4.21)

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: 1249196

Provision sub-type: Children's home

Registered provider: Headway Adolescent Resources Limited

Registered provider address: Malvern View, Saxon Business Park, Hanbury Road,
Stoke Prior, Bromsgrove B60 4AD

Responsible individual: Neil Gray

Registered manager: Janine Jones

Inspector

Emma Fryer, Social Care Inspector

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