

1266838

Registered provider: Active Ark Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

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

The manager registered with Ofsted on 25 April 2025.

At the time of this inspection, one child was living at the home.

Inspection date: 27 August 2025

This monitoring visit

An assurance visit took place on 8 July 2025 due to escalating concerns regarding the safety of children and the management of the home. The inspector identified serious and widespread shortfalls in relation to safeguarding practices and ineffective leadership and management arrangements.

Following the inspection, two compliance notices were issued under Section 22A of the Care Standards Act under regulation 12, the protection of children standard and regulation 13, the leadership and management standard.

The purpose of this visit was to monitor the actions taken by the provider to meet the steps outlined in the compliance notices.

Since the last visit, risk management plans have not been updated to include relevant information. They do not contain robust strategies or clear guidance for staff to follow to reduce risks to children.

Risks for one child remain high. This is despite the manager sharing evidence to the contrary. This presents an overly cautious approach to risk, which could impact on children's ability to progress. Feedback from the child's placing authority on a plan

for the child's transition to semi-independence was that it bordered on a restriction of liberty. Despite this, the child has been able to travel independently to London to spend time with family members.

The child's medical needs are included in the risk assessment with clear guidance for staff to follow to administer children's medication. However, there is a lack of clear guidance for staff about who they should contact for health advice and in what circumstances.

The manager's oversight of the home is poor. The manager's review of incidents focuses on actions needed rather than considering practice issues or opportunities for staff to learn. For example, the manager did not take effective action when a member of staff used inappropriate language in conversation with a child. The manager and responsible individual did not identify a lack of professional curiosity in staff practice when a child shared safeguarding information.

Managers do not engage with staff to consider learning from incidents or to check staff's understanding of children's plans. Staff meetings and supervisions lack reflection. Instead, the content focuses on tasks, such as staff reading and signing to say that they understand children's plans without a focus on caring and safeguarding practices.

Managers do not report all serious incidents to Ofsted in line with regulation. Records include conflicting information. Additional training has been completed for managers and key workers around understanding of incidents and reporting and recording. There are plans for all staff to complete this training.

The manager has provided a review of care since the last inspection. However, this lacks robust analysis and has limited feedback from children and professionals. The report does not evidence progress with previous actions or provide a clear rationale for actions for the future. There is no process in place to support the development of a review during the current period.

One child moved out of the home on a transition plan that was already in place prior to the last inspection. Since then, plans have also been put in place for the remaining child to move into semi-independent accommodation. Staff help the child to access independent advocacy services.

Managers accept that their relationship with the local authority has become strained, with differing views as to whether the team has fully supported the child to engage positively with the change in plans.

The provider has not taken sufficient action to meet the steps outlined in the compliance notices. Therefore, compliance notices under regulation 12, the

protection of children standard and regulation 13, the leadership and management standard, will be issued.

The other requirements were outside the scope of this visit.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/04/2025	Full	Good
22/05/2024	Full	Good
20/06/2023	Full	Requires improvement to be good
10/08/2022	Full	Requires improvement to be good

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi)(b))	21 September 2025
*The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—	21 September 2025

promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; demonstrate that practice in the home is informed and improved by taking into account and acting on— feedback on the experiences of children, including complaints received; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(b) (2)(f)(g)(ii)(h))	
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 name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the name of the person who used the measure ("the user"), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and	21 September 2025

a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;

within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—

has spoken to the user about the measure; and

has signed the record to confirm it is accurate; and

within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure.

(Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c))

This requirement is restated.

*These requirements are subject of a compliance notice.

Recommendations

- The registered person should only accept placements for children where they are satisfied that the home can respond effectively to the child's assessed needs as recorded in the child's relevant plans and where they have fully considered the impact that the placement will have on the existing group of children. Specifically, the manager should speak with the existing group of children's social workers and seek information from professionals and family members of the referred child where appropriate to do so. ('Guide to the Children's Homes Regulations, including the quality standards', page 56, paragraph 11.4)
- The registered person should have a system in place so that all serious events are notified, within 24 hours, to the appropriate people and the regulator. ('Guide to the Children's Homes Regulations, including the quality standards', page 63, paragraph 14.13)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 1266838

Provision sub-type: Children's home

Registered provider: Active Ark Limited

Registered provider address: Active Ark, Unit E, Baron Way, Kingmoor Business Park, Carlisle CA6 4SJ

Responsible individual: Louise Matthews

Registered manager: Sarah Green

Inspector

Andrea Foreman, Social Care Inspector

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