

1273658

Registered provider: Birmingham Children's Trust Community Interest Company

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home provides care for up to 16 children who have a physical and/or learning disability and/or a sensory impairment.

The home provides short break services for up to 6 children who have a physical and/or learning disability and/or a sensory impairment.

The manager has been registered with Ofsted since February 2025. She is suitably experienced and holds a level 5 leadership and management qualification.

At the time of inspection, 10 children were living in the home, all the children were spoken to as part of the inspection.

Inspection dates: 7 to 8 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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 13 January 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/01/2025	Full	Good
28/11/2023	Full	Good
13/09/2022	Full	Requires improvement to be good
28/09/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children benefit from strong and positive relationships with staff. Staff know the children well and have an excellent understanding of their individual needs and provide them with warm and nurturing care. Observations during the inspection showed meaningful interactions that help children feel valued.

Children were relaxed and comfortable in their home environment, which supports a strong sense of belonging and stability. Staff are attuned to children's emotional and physical needs and communicate effectively, enabling children to express themselves and develop trusting relationships. As a result, children make progress with their social and emotional development.

Staff meet children's health needs well. Each child has a clear health plan that helps staff understand how to support them. Children are registered with local health services and attend their appointments. Staff work with specialist professionals to make sure children's complex health needs are met. This promotes children's physical and emotional health needs.

Children's cultural, identity and faith needs are understood and supported well. Staff respect children's individual preferences and make sure these are met. They work hard to help children feel part of the home and the wider community. Children learn about each other and enjoy spending time together. Celebrations and shared activities, such as 'Get Together Sundays', give children opportunities to have fun and build positive relationships.

Staff work alongside children's families and support family time both within and outside of the home. As a result, children are supported to spend time with those important to them. One child's grandmother advised, 'It is a nice place; I come every week.' Families speak positively about the care their children receive. They report that staff know the children well and keep them safe. One parent said, 'I am happy with the care provided to my child.'

Children are encouraged to take part in activities they enjoy. Staff support children to engage in play, including water play and time in the sensory room. The purchase of a new minibus has increased opportunities for children to access the local community. Over Christmas, children attended pantomimes and light festivals, providing them with enjoyable and positive experiences.

There have been several improvements to the home environment since the last inspection, with the registered manager working hard to create a warm and welcoming environment. Recent improvements include new flooring in children's bedrooms and redecoration of key areas. The registered manager is aware of further improvements needed and has plans in place to continue developing the home.

Most children attend education that meets their needs and abilities, enabling them to make progress in line with their individual plans. For those who are not currently in education, further work is required to ensure that they receive prompt and appropriate educational support. As a result, for one child delays in seeking education has impacted on their learning and social development.

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

Staff understand children's individual risks and behaviours well. Because of this, children feel safe and trust staff. Staff know their safeguarding roles and responsibilities and carry these out effectively. The registered manager has ensured that all staff have received safeguarding training, which has further strengthened their ability to keep children safe.

Safeguarding incidents within the home remain low. Since the last inspection, there have been no reported incidents of children going missing from the home, bullying or incidents of self-harm.

Physical interventions in the home have not been necessary. Staff are attuned to the children's feelings and use effective de-escalation strategies to support them when they are upset or anxious. This helps children to feel safe and supported.

Since the last inspection, there have been 4 medication errors. While these did not impact the children's health, the registered manager has acted promptly to prevent reoccurrence. Medication is now stored securely, and staff have been retrained in administering medication, with additional competency checks implemented. Furthermore, daily audits are conducted to identify and address any issues. As a result of these measures, there have been no further medication errors.

Overall, the registered manager responds appropriately to safeguarding concerns. They work closely with children's social workers and the local authority designated officer to ensure that children are kept safe. The registered manager also communicates effectively with the regulator when safeguarding concerns arise, ensuring that the regulator is informed and that appropriate action is taken.

Since the last inspection, the organisation has made changes to its recruitment processes. The registered manager has not taken sufficient steps to assure themselves that staff have been recruited safely. This means that safer recruitment checks have not been fully verified by the registered manager in order to ensure that only adults who are safe to work with children are working in the home.

The registered manager has made improvements to health and safety in the home, including replacing fire doors so they are now compliant. However, not all actions identified in the fire safety assessment have been completed. Some safety work remains outstanding and must be actioned to ensure full compliance with fire safety requirements.

The effectiveness of leaders and managers: requires improvement to be good

The registered manager is suitably experienced and qualified. They demonstrate a high commitment to promoting children's welfare and development. The registered manager's child-centred approach ensures that children receive nurturing care and enjoy positive, meaningful experiences.

A new responsible individual has recently been appointed. Ofsted has not yet reviewed their suitability. They have established a positive and professional relationship with the registered manager and are developing a clear understanding of the home's strengths and areas for improvement.

Staff enjoy working in the home and demonstrate a strong commitment to the children's care and wellbeing. They speak positively about their roles and informed inspectors that they feel valued and respected.

Staff receive training that equips them with the knowledge and skills needed to meet children's individual needs effectively. For example, staff have completed specialist training in epilepsy and dysphasia, which enables them to respond confidently to children's health needs. Most staff hold the required qualification for their role. Those who do not are working towards achieving it within the expected timescale.

Feedback from external professionals is positive. They report that staff communicate effectively and share relevant information about the children in a timely manner. Positive relationships with external agencies, such as health and education services, support the development and review of children's care plans. This joined up approach helps to ensure that children's needs are met.

A new monitoring system has been introduced by the registered manager; however, it is not yet fully embedded. This means that the registered manager does not have a full understanding of the day-to-day care provided to children or the ability to identify all areas that require improvement.

Since the last inspection, there have been changes to the staff team, with several staff being away from the home. As a result, staff have covered additional shifts and agency staff have been used. While this has not affected the quality of day-to-day care of children, it has taken staff away from other tasks and left some feeling overwhelmed. The proposed responsible individual is taking steps to address recruitment challenges. A new recruitment plan has been implemented, but it is still in its infancy and not yet fully established.

Staff receive supervision; however, due to staffing pressures, this has not been consistent. The quality of supervision is in need of improvement, as it does not always provide staff with sufficient opportunity to reflect on children's experiences or their own practice.

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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that the home has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to each child; 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; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(d)(f)(h)) Specifically, the registered person should ensure that monitoring systems are in place to review the continuity of care provided to children. The registered person should ensure that there are sufficient staff arrangements within the home.	19 February 2026

The registered person should ensure that staff receive regular and reflective supervisions. The registered person should ensure that all actions from the fire risk assessment are completed in a timely manner.	
The registered person may permit an individual to start work at the home despite the fact that the requirement in paragraph (3)(d) has not been met if— the registered person has taken all reasonable steps to obtain full information about each of the matters in Schedule 2 in respect of the individual, but the enquiries in relation to any of the matters in paragraphs 3 to 6 of Schedule 2 are incomplete; full and satisfactory information in respect of the individual has been obtained in relation to the matters in paragraphs 1 and 2 of Schedule 2; the registered person considers that the circumstances are exceptional; and the registered person ensures that the individual is appropriately supervised while carrying out the individual's duties, pending receipt of any outstanding information on the matters in paragraphs 3 to 6 of Schedule 2, which is then considered satisfactory by the registered person. The registered person must take reasonable steps to ensure that any individual who is working at the home and who does not fall within paragraph (2)(a) and (b) is appropriately supervised while carrying out the individual's duties. (Regulation 32 (7)(a)(b)(c)(d) (8)) Specifically, the registered person should ensure that newly appointed staff are safely recruited.	19 February 2026
The registered person must maintain records ("case records") for each child which—are kept up to date. (Regulation 36 (1)(c)) Specifically, the registered person must ensure that children's records reflect their individual needs.	19 February 2026

Recommendation

- The registered person should ensure that the home should play a full part in promoting the best interests of the child, proactively advocating for the child to ensure that others play their role and deliver the high-quality support that is needed. ('Guide to the Children's Homes Regulations, including the quality standards', page 11, paragraph 2.4)

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: 1273658

Provision sub-type: Children's home

Registered provider: Birmingham Children's Trust Community Interest Company

Registered provider address: 1 Avenue Road, Aston, Birmingham B6 4DU

Responsible individual:

Registered manager: Rachel Woodward

Inspectors

Lydia Isaac, Social Care Inspector

Alison Cooper, Regulatory Inspection Manager

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