

1273769

Registered provider: Oak Childcare Plus Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private company. It provides care for up to three children who may have had adverse childhood experiences.

The manager registered with Ofsted in June 2023 and is suitably qualified.

Inspection dates: 25 and 26 February 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: 19 December 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/12/2023	Full	Good
18/10/2022	Full	Good
20/04/2022	Full	Inadequate
16/09/2021	Interim	Declined in effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

The registered manager and staff are enthusiastic about the children having positive experiences. The home is decorated and maintained to a high standard. It is clean and has a homely feel. Children can contribute to the colour scheme and personalise their bedrooms. This helps children feel included and comfortable.

One child lives in the home, and they spoke with the inspector. Another child moved in during the inspection. The manager values children's needs and keeps them informed about new children moving into the home. Children told the inspector that they feel included in the process. The manager considered the needs of each child at great length. This increases the likelihood of them both experiencing positive outcomes.

One child has moved out of the home since the last inspection. This move was planned and in line with the child's care plan. Children make progress living in the home. Staff develop independence plans to prepare children for independent living. One child has received training in medication management. This has helped to prepare them to manage their health needs in a way that reduces risk.

Staff advocate for children's education. They are supportive of children's views around their preferred provision and pursue children's wishes with the relevant local authority. As a result, children engage in full-time education at their chosen provision. Staff challenge professionals when plans are not reviewed within designated timescales. This ensures that children are adequately supported.

Staff form trusted and secure relationships with children. They have a good understanding of each child's needs. Staff spend quality time with children, capturing their voice in various ways. This helps children to feel valued and supports them to develop trust in staff.

Family time arrangements are supported by staff, who remain flexible in supporting changes to schedules. The manager and staff build positive relationships with family members and maintain communication. Feedback gathered by the inspector substantiated this.

Staff are committed to children creating happy childhood memories. One child said they enjoyed attending a studio tour attraction and a football match, both of which are activities that they had initially expressed an interest in. The manager is saving money in the hope that the child will be able to experience their first trip abroad. This demonstrates forward thinking in planning positive outcomes for children.

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

Staff understand their safeguarding responsibilities. The manager has individual positive behaviour support plans for each child. The plans are detailed and consider risks posed to the child. They provide guidance for the staff to follow to keep the child safe. Following incidents, plans are updated to include any new information. This ensures that all vulnerabilities are known by staff and can be mitigated.

Staff provide children with consistent routines and boundaries. They promote positive behaviour wherever possible. One child told the inspector that when they feel angry or upset, staff know how to respond to help them feel calmer. Meaningful conversations and restorative approaches help children to reflect on the behaviours. As a result, children feel understood, and incidents have reduced.

Staff respond appropriately to any concerns around online dangers. The manager has introduced a mobile phone plan, which appropriately monitors the children's online activity to keep them safe. The plan is expedited alongside work with one child. This informs their knowledge and understanding around the presenting risks.

Staff are trained to de-escalate unwanted behaviours and to use physical intervention if necessary. There has been no use of physical restraint since the last inspection. Physical intervention is viewed as a last resort. This ethos is embedded throughout staff practice. Staff use de-escalation strategies to successfully manage incidents. Having positive relationships with the children strengthens this practice and helps children feel safe and secure.

Incidents of children going missing from the home are uncommon. When these occur, staff follow the protocol outlined in the child's plan. When debriefs take place with children, staff use curiosity to help identify any new triggers for them to be aware of. This helps children feel supported and reduces further risks.

The effectiveness of leaders and managers: good

The manager is experienced in their role and has high aspirations for children. The children's needs are at the centre of their work. This ethos is encouraged throughout staff practice. The manager is creative in their approaches to ensuring positive outcomes. They are committed to ensuring that children are safe and have open and honest conversations with them. This allows the children to feel included and part of their care planning.

The manager has good knowledge of the team's strengths and areas for development. They are supportive of staff's needs and progression, and staff describe the manager as 'approachable' and 'helpful'. The manager responds quickly to address any shortfalls in staff practice. One child told the inspector that the manager listens to them and addresses issues raised. As a result, staff continuously improve their practice and the quality of care that they provide.

The manager ensures that staff meet regularly to consider the children's experiences. Children's ongoing needs and the quality of staff approaches form the main discussions. In addition, staff receive regular supervision to reflect on their practice and discuss children's progression in detail. This is supportive of reflective practice and maintains the child's needs as central.

Communication between the manager and senior leadership is effective. The manager and staff also work closely with professionals. The manager advocates for the needs of the children and will challenge other professionals where necessary. The manager seeks resolution when there are issues that prevent multi-agency working from being successful. This enhances the quality of care that children receive. It provides a coordinated approach to ensure the best outcomes for children who live in the home.

Monitoring systems are in place, and regular management audits are evident. These processes are not always used to address gaps in staff development and training. There has been a lapse in some refresher training, which could hinder the development of staff's practice and affect their responses. Plans are ongoing for all staff to receive this training.

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

Recommendation

- The registered person should have effective systems in place to review all aspects of the home. This specifically relates to the workforce plan, which should include any new training, ongoing training and continuing professional development needs of the staff. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.8)

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: 1273769

Provision sub-type: Children's home

Registered provider: Oak Childcare Plus Limited

Registered provider address: Suite 3, Oak House, Kingswood Business Park,
Holyhead Road, Albrighton WV7 3AU

Responsible individual: Denise Knowles

Registered manager: Zeeshan Hussain

Inspector

LaToya Morgan, Social Care Inspector

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