

1280623

Registered provider: Wrottesley Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned children's home. The home is registered to provide care for up to three children with complex needs.

There is a suitably experienced manager in post. The manager registered with Ofsted in February 2024. She is working towards the diploma level 5 qualification.

At the time of the inspection, one child was living in the home. They were present during the inspection and spoke to the inspector.

Inspection dates: 14 and 15 January 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: 1 and 2 October 2024 and 13 November 2024

Overall judgement at last inspection: inadequate

Enforcement action since last inspection:

This children's home was judged inadequate at the full inspection on 1 and 2 October and a further gathering additional evidence inspection on 13 November 2024. Ofsted issued two compliance notices, under regulation 12 and regulation 13. A notice to restrict accommodation was also issued to prevent any more children from moving into the home.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/10/2024	Full	Inadequate
20/03/2024	Full	Good
13/12/2022	Full	Good
27/09/2022	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

The child lives in a well-maintained, comfortable and homely environment. Staff work hard to create an atmosphere that is full of warmth and respect. The child's belongings fill the home, and their photos and achievements are proudly on display. Books and games are easily accessible and soft furnishings help to create a nurturing environment. The child has personalised their bedrooms, which has allowed them to take pride in their home and promotes their well-being.

The child receives high-quality care that makes them feel valued and secure. They have made significant and meaningful progress from their starting point. The child has built strong relationships with the staff who care for them. Relationships between staff and the child are warm, affectionate and loving. Staff are continually curious about, and reflect on, how they can help the child grow in all areas of their development. This helps the child to build trust and to feel safer and relaxed in their surroundings.

The manager has now obtained statutory documentation for the child, which is available to staff. Internal care planning processes are now structured and well recorded. Staff complete internal placement plans to a good standard. These plans detail clear targets and enable staff to track the child's progress and achievements. The child's internal care plans detail longer-term aims and mirror statutory care plans. This promotes good-quality and consistent care.

Managers and staff understand the importance of education. The child has structured routines and is encouraged to attend education. Staff work in partnership with schools and the placing authority to find the child a suitable provision that reflects their learning needs. They have successfully supported the child to reintegrate into education despite them having a history of non-attendance. This helps the child to maintain a daily routine that supports their academic needs.

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

The manager and staff are now clear about their responsibilities to protect children. Staff understand the child protection policy and know how to report a safeguarding concern.

Keeping children safe is paramount. The manager now has a highly effective system for recording, reporting and monitoring safeguarding concerns. Communication with professionals, such as the local authority designated officer and social workers, is effective. The manager shares information with them swiftly to avoid delay and ensure that the child is protected from harm. The manager takes guidance from these professionals, and they work together to ensure that the child is safe.

Safeguarding records are comprehensive. They now detail the outcome of any concern, as well as further actions staff need to be aware of. Additionally, the depth of staff's

safeguarding knowledge is now reflected on during team meetings and in supervision sessions.

There is a wealth of documentation about the child's needs, challenges and potential risks. Staff create comprehensive risk assessments together with the child, who helps to determine which strategies staff can use that will help them to keep safe. Staff are directed in how to manage and mitigate the risks identified for them. Staff are highly skilled in diversion, distraction and de-escalation techniques, which demonstrates that the strategies identified are being used and are effective. Staff monitor these plans effectively and keep them under review so that they evolve as the child's needs change.

The positive relationships that staff form with the child are a significant protective factor in helping to keep them safe, and as a result there have been no incidents of restraint. The staff know the child well and are able to recognise any changes in their mood or behaviour. The manager has recently updated the debrief form to complete with children if incidents of restraint occur. This will give the child space to reflect and learn from any incidents.

The review of premises has now been updated to reflect all known risks in the home's location. This strengthens the safety net for children.

The manager now notifies Ofsted when there are serious incidents in the home. This information-sharing strengthens the regulator's oversight of the home.

The effectiveness of leaders and managers: good

The manager is experienced and suitably qualified. She has a good understanding of the strengths and development needs of the home. She is dedicated and child-focused, and children are at the centre of everything she does. The manager proactively sets clear standards of care. Her committed and determined approach continues to drive improvements in the home.

The manager has high expectations and aspirations for children. The staff share the manager's vision, which is demonstrated through the culture and ethos of the home. This ensures that children receive good-quality care from a dedicated and ambitious team of staff.

Staff enjoy working in the home and feel supported by the manager. They recognise the positive changes that have been made since the last inspection and feel that this has had a positive impact on their knowledge and development, which has improved the quality of care the child receives.

External professionals speak highly of the quality of care provided and the standards of communication maintained by the manager and staff.

All staff have now received training that is pertinent to the child's needs. In addition, the manager has provided staff with upskilling sessions, quizzes, workshops, flow charts and

one-minute briefings to support their development. The manager has been creative in setting up a 'mock resident' on their central recording system, for staff to practise reporting and recording different safeguarding scenarios. The manager has provided scrutiny of these mock incidents and has taken prompt action to address shortfalls in staff practice. This has massively improved staff knowledge and their practice.

The manager has made vast improvements to her monitoring systems, including implementing new checklists, supervision templates and weekly and monthly monitoring forms. These enable her to identify any shortfalls in the care that children receive and to be proactive in addressing them. This means that the manager now has good oversight of children's care.

The home does not have enough staff to care for the number of children it is registered for. As a result, the restriction of accommodation notice will remain in place until 20 February 2025.

At the last inspection, six requirements were made. At this inspection, all six of these requirements have been met. No further requirements or recommendations have been made.

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: 1280623

Provision sub-type: Childrens home

Registered provider: Wrottesley Care Limited

Registered provider address: Office 28, 28 Cleveland Street, Wolverhampton WV1 3HT

Responsible individual: Shalana Malcolm

Registered manager: Sarah Hartle

Inspector

Marianne Grandfield, Social Care Inspector

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