

2510328

Registered provider: Hand In Hand Childcare

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned and provides care for up to 3 children who may experience social and emotional difficulties. One child was living in the home at the time of the inspection.

The current manager has been in post since April 2026 and has applied to register with Ofsted. The manager holds a relevant level 5 qualification.

Inspection dates: 5 and 6 May 2026

Overall experiences and progress of children and young people, taking into account	Good
How well children and young people are helped and protected	Good
The effectiveness of leaders and managers	Good

Date of last inspection: 12 August 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/08/2025	Full	Good
07/05/2024	Full	Good
15/08/2023	Full	Requires improvement to be good
10/05/2023	Full	Inadequate

Summary of findings

Children benefit from care that meets their individual needs and takes account of their wishes and feelings. The nurturing approach of staff helps children navigate through any difficulties. Consequently, children feel safe and like living at the home.

Children are helped to overcome barriers to learning, and this helps them to make progress. Being involved in a range of leisure activities, including an overseas holiday, helps them understand their talents and broadens their understanding of the world.

When children move from the home, this happens at their pace, and this helps them to feel supported and valued.

Inspection judgements

Overall experiences and progress of children and young people: good

One child lives at the home. Staff provide care that takes account of the child's wishes and feelings. Consequently, the child is central to decision-making about the care that they receive. The child told the inspector that they like living at the home and feel able to speak to staff about how they feel because staff understand them.

Since the last inspection, 2 children have moved on from the home. One child moved to another home and the other moved to live with a family member. One child experienced a positive and meaningful ending, including a planned goodbye meal. This helped the child to feel valued and supported during a critical time. Another child was able to stay at the home for an extended period when their move did not progress as planned. This meant that there was sufficient time for a suitable alternative to be identified. Managers and staff then supported the child to move on in line with their wishes and at the child's pace.

Children receive good-quality care from a committed and developing staff team. Staff demonstrate a clear understanding of each child's needs and emotional vulnerabilities and take proactive steps to promote their wellbeing. For example, managers have advocated effectively to secure access to additional services to support children's wellbeing. Managers and staff have also worked closely with external professionals to provide consistent reassurance and encouragement to children. This has allowed the children to make progress at their own pace while feeling able to express any worries they may have. As a result, children experience care that is responsive to their individual needs and supports them to feel safe, understood and able to make sustained progress.

Children have attended school and college and have made positive progress. One child successfully completed the first year of their college course and achieved the grades needed for the second year of their course. Managers and staff have provided tailored

support for children who have struggled to engage with education, including working in partnership with other professionals to help children work towards their individual goals.

When a child has not been attending education, staff and external professionals have supported them to overcome barriers to engagement, enabling plans for reintegration back into education to be progressed, taking account of the child's individual needs.

Children take part in a range of activities that reflect their individual interests and hobbies. They also enjoyed a holiday together, which provided opportunities to travel abroad, explore new places and participate in fun experiences. Shared activities and experiences help children build positive memories and contribute to their overall wellbeing.

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

Staff demonstrate a good understanding of their safeguarding responsibilities. Risk assessments are of good quality and inform care planning effectively. Children's plans are reviewed regularly, ensuring staff have access to accurate and up-to-date information. This supports a consistent approach to safeguarding.

Since the last inspection, there has been an increase in incidents. Staff provide nurturing and supportive care to help children when they are distressed, responding with understanding and empathy. When physical intervention is required to keep children safe, it is used as a last resort, is proportionate and is consistent with the home's model of intervention. Management oversight of incidents is effective; shortfalls are identified, and reflective practice is used to inform learning. Refresher training is undertaken when required to ensure that staff maintain the skills and confidence needed to safeguard children and themselves. The child currently living in the home told the inspector that they have always felt safe, even during periods when other children have been unsettled.

Children are supported to engage with a range of topics that help them identify and understand risk. For example, staff educate children about online safety and risks in the community, raising their awareness and providing opportunities to reflect and learn. This helps children build resilience and develop their understanding about how to keep themselves safe as they become more independent. As a result, there has been a significant reduction in online-related incidents and an improvement in children's ability to recognise potential risks.

When children have been missing from home, staff have responded promptly, shown professional curiosity and followed protocols. Managers and staff have worked with social workers, family members and the police to support children to return home safely. Staff provide children with reassurance on their return home and complete work to understand why children have gone missing, to help prevent similar incidents from occurring.

The effectiveness of leaders and managers: good

The home has had a change of manager since the last inspection. A suitably qualified manager is in post and has the assistance of a strong senior management team. Staff report feeling well supported. Staff express job satisfaction and a sense of shared purpose to meet children's needs and improve the outcomes for children.

The managers have effective monitoring systems in place, supporting oversight of the running of the home, the care being provided and the progress children make. This oversight enables the timely identification of shortfalls and contributes to reflection, learning and continuous improvement. As a result, managers take action to strengthen practice to ensure children continue to receive safe, consistent and coordinated care that promotes their progress.

Managers ensure that staff complete training required to meet the individual needs of children. In addition, staff receive regular training delivered by the home's therapeutic lead, equipping the team with the skills and understanding needed to provide tailored support. As a result, staff are developing their confidence and therapeutic understanding and are continuing to build the skills required to provide informed, consistent and attuned care that meets children's individual needs and supports their progress.

Some staff are currently within their probationary period and have not yet achieved the required qualifications. Despite this, there has been no negative impact on the quality of care provided to children. Staff receive appropriate support, supervision and guidance, and there is a clear commitment to professional development and maintaining good standards of care.

The managers work effectively in partnership with a range of professionals. Professionals are positive about the care and support that children receive and the communication they have with the management team and staff. A professional spoken to said they could see that the child shared a good rapport with managers and staff and is making progress with their independence.

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: 2510328

Provision sub-type: Children's home

Registered provider: Hand In Hand Childcare

Registered provider address: Wallace Crooke, 20 Birmingham Road, Walsall WS1 2LT

Responsible individual: Rajvinder Kaur

Registered manager: Joanne Porter

Inspector

Sharon Douglas, Social Care Inspector

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