

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 three children who may experience social and emotional difficulties. Three children were living in the home at the time of the inspection.

The manager registered with Ofsted in January 2025. He is suitably experienced and working towards his management qualification within expected timescales.

Inspection dates: 12 and 13 August 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: 7 May 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/05/2024	Full	Good
15/08/2023	Full	Requires improvement to be good
10/05/2023	Full	Inadequate
26/04/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children are clear and confident in expressing their views. They report being happy living in the home and describe positive relationships with staff. They say that they are listened to and well supported. One child said, 'She's always had my back and looked out for me,' when referring to the home's responsible individual.

The home is well presented, warm and welcoming. Children's bedrooms are spacious and personalised. One child has a mannequin in their room to support their aspirations for a career in design and fashion.

Children's education is prioritised by staff, and all children attend an educational setting. Children benefit from the registered manager's and staff's proactive approach and help with learning. One child spoke positively about the guidance received during their exam period, including support from a tutor and encouragement to revise. This helped them recognise the importance of education. The manager has supported another child to access a suitable setting after their previous provision was no longer able to meet their needs. The child was actively involved in the decision-making process and supported to visit the school. This helped reassure them and supported a smooth transition.

Children's health needs are well supported by staff. Children are helped to develop an understanding of their health needs in line with their age and stage of development. When appropriate, they are encouraged and supported to take increasing responsibility for aspects of their own healthcare, such as learning how to safely administer medication under staff guidance and support. This proactive approach fosters independence, builds self-esteem and equips children with essential life skills that prepare them for adulthood.

Staff create an environment where children's individuality is accepted and celebrated. Through meaningful conversations, personalised care and culturally sensitive practices, children are supported to explore and embrace their heritage, beliefs and personal experiences. As a result, children grow in confidence, develop a strong sense of self and are better equipped to embrace their heritage and identity as they move into adulthood.

The manager and staff work effectively with external agencies to promote children's welfare. They share information, seek regular updates and liaise with services to support the children. This contributes to improved outcomes in areas such as health, education and emotional well-being. However, care planning by the placing authority for one child lacks clarity, and statutory documentation is incomplete. Although the manager has requested updates, escalation has been insufficient. This results in uncertainty for the child and may impact on the child being supported appropriately.

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

Staff know the children well and understand their behaviours and associated risks. Risk assessments and behaviour support plans are informed by multi-agency input, therapeutic assessment, observation and children's views. These are regularly reviewed and provide clear, proportionate strategies tailored to each child. As a result, children are supported consistently, helping them to feel understood while developing their ability to recognise risk and build positive strategies to keep themselves safe.

Children say they feel safe and know they can speak to staff if they are worried or concerned. Allegations are managed appropriately, with timely referrals made to the local authority designated officer when required. Internal investigations are prompt and robust. This helps ensure that children are protected, that their concerns are taken seriously and that they develop trust in the adults who care for them.

When children go missing from home, staff follow the agreed protocol. They actively search for the child, notify the police and inform relevant professionals and family members. When children return home, they are warmly welcomed and supported through one-to-one work to explore the reasons for their absence and to help understand the risks. As a result, children feel cared for, risk is reduced and staff gain a better understanding of how to support them.

Children and staff benefit from the support of a therapeutic team. This helps staff to better understand children's experiences and behaviours. Staff receive tailored training and reflective opportunities that enhance their practice. Each child has access to individual assessment and support, which informs future support for them. As a result, staff respond with greater insight and consistency, and children access the help they need. However, when services are identified, greater scrutiny is needed to ensure they are appropriate for the child.

The effectiveness of leaders and managers: good

The registered manager is kind and reflective, and he promotes a strong learning culture. He has high aspirations for children and supports staff to understand and respond to each child's individual experiences. Staff feel confident and well supported, enabling them to provide care that meets children's needs.

The registered manager and staff are well supported by senior leaders, who prioritise positive experiences for children. Leaders invest time and resources to promote children's interests and talents. This has enabled children to enjoy enriching experiences, such as holidays abroad and numerous activities. One child is a talented footballer, and staff support them to train with a local club and play football at a competitive level. As a result, children feel valued, develop confidence and are supported to pursue their interests and talents.

The registered manager and senior leaders have effective systems to monitor the home. A particular strength is the regular review of children's progress, with targets set in

partnership with each child. These are embedded in care planning and supported through one-to-one work. Child-friendly progress tracking helps children recognise their achievements, building their resilience and self-esteem.

Children, staff and senior leaders value the manager and deputy manager. One staff member said, 'They are awesome.' Reflective team meetings and regular, child-focused supervision promote a stable and confident staff team. Since the manager's appointment, staff stability has improved. Although practice appraisals have been inconsistent due to previous staff turnover, the home's development plan sets out clear strategies to strengthen staff support and development.

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
In meeting the quality standards, the registered person must, and must ensure that staff— seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans; seek to secure the input and services required to meet each child's needs; if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans; and seek to develop and maintain effective professional relationships with such persons, bodies or organisations as the registered person considers appropriate having regard to the range of needs of children for whom it is intended that the children's home is to provide care and accommodation. (Regulation 5 (a)(b)(c)(d)) In particular, ensure that each child's statutory documents are up to date and received in a timely manner, that the placing authorities care plans are clear to the staff and children and that services identified to support the children are reviewed to confirm they are appropriate.	12 September 2025

Recommendation

- The responsible person should ensure that all staff have their performance and fitness to carry out their role formally appraised at least once annually. This appraisal should take into account, where reasonable and practical, the views of other professionals who have worked with the staff member over the year and children in the home's care. As part of the performance management process, poor performance should be

addressed by a timely plan to bring about improvement. ('Guide to the Children's Homes Regulations, including the quality standards,' page 61, paragraph 13.5)

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: Mark Gamble

Inspector

Mandy Wake, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

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