

2516984

Registered provider: Herefordshire and Worcestershire Health and Care NHS Trust

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is a short-break service that provides care for up to six children who may have sensory impairment and/or physical disabilities and/or learning disabilities.

The home is run by a combined healthcare NHS trust. It is registered with Ofsted and the Care Quality Commission.

The registered manager left in August 2025. The home is being managed by an interim manager, who has applied to be registered with Ofsted. A new responsible individual has been appointed and Ofsted is in the process of reviewing their suitability.

Inspection date: 19 November 2025

Date of last inspection: 28 May 2025

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector has looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Since the last inspection, the registered manager has left, and the home continues to be managed by a senior leader who has worked to improve practice effectively following the last inspection. Staff say that they feel well supported and that there is a real emphasis on teamwork. Morale has improved and this helps staff to be proactive in their approach, which provides continuity of care for children.

Three children were having short-break stays at the time of inspection. Two children were seen and appeared to be happy and relaxed. Staff know the children well and respond effectively to their individual needs. They use personalised communication aids to ensure that children can express their wishes and make choices, which promotes their independence and well-being.

Children now benefit from a wide range of activities that meet their individual needs, broaden their interests and enhance their overall experiences. They are supported to take part in more community-based activities, all of which are subject to thorough risk assessments. This ensures that children can participate safely while their health needs are managed effectively. These opportunities promote inclusion, independence and enjoyment.

Staff have strengthened their advocacy for children. They now attend care-planning meetings and provide meaningful feedback that informs future planning and supports children's individual needs.

Transition arrangements into and out of the home are more robust and benefit from a multi-agency approach, ensuring that moves are well planned and effective. For example, two children who are moving into the home have been supported through a series of visits, including meeting staff and other children, joining activities and sharing mealtimes before overnight stays take place. When one child moved on due to reaching adulthood, staff celebrated this milestone with a party involving their peers and provided a thoughtful gift of a teddy bear containing recorded messages from staff. This creative and personalised approach demonstrates staff's commitment to making moves positive and memorable for children.

Further training has been completed by staff, such as visual impairment training and training for attention deficit hyperactivity disorder. This training has given staff a deeper understanding of children's needs. However, the manager has not identified whether all staff have suitable qualifications for the role of working in residential care.

The manager's monitoring systems have improved, providing more robust oversight of the home. New medication guidance has been implemented, and as a result, no medication errors have occurred since the last inspection. The manager, supported

by the responsible individual, has led improvements to the home's environment. Plans are in place for new play equipment to be installed in the coming weeks, and a specialist bath to meet children's needs has already been fitted. Some actions remain outstanding to ensure the home continues to offer a homely and inclusive environment for children.

The independent visitor completes monthly monitoring visits to the home; however, they do not consistently seek feedback from children or their parents as part of these visits. This limits the opportunity to capture the views of those who use the service and reduces the effectiveness of monitoring and evaluating the quality of care and experiences provided.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/05/2025	Full	Requires improvement to be good
25/02/2025	Full	Requires improvement to be good
20/03/2024	Full	Good
28/02/2023	Full	Good

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 quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— provide to children living in the home the physical necessities they need in order to live there comfortably; ensure that the premises used for the purposes of the home are designed and furnished so as to — meet the needs of each child; and enable each child to participate in the daily life of the home. (Regulation 6 (1)(a) (2)(b)(vii)(c)(i)(ii)) In particular, ensure that the home's environment is designed to promote inclusivity and independence for children in the home and garden areas. That children's bedrooms are well maintained, and that repairs are completed in a timely manner to ensure the home is maintained. This requirement has not been met and is restated.	11 January 2026
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; or	22 February 2026

if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home,

if the individual satisfies the requirements in paragraph (3),

the individual has the appropriate experience, qualification and skills for the work that the individual is to perform.

For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained—

the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or

a qualification which the registered person considers to be equivalent to the Level 3 Diploma.

(Regulation 32 (1) (2)(a)(b) (3)(c) (4)(a)(b))

Recommendation

- The registered person should ensure that the Regulation 44 visitor seeks feedback from parents and children to fully evaluate the quality of care for children. ('Guide to the Children's Homes Regulations, including the quality standards', page 55, paragraph 10.24)

Children's home details

Unique reference number: 2516984

Provision sub-type: Children's home

Registered provider: Herefordshire and Worcestershire Health and Care NHS Trust

Registered provider address: Unit 2, Kings Court Business Park, Charles Hastings Way, Worcester, Worcestershire WR5 1JR

Responsible individual: Claire Bubb

Registered manager: Post vacant

Inspector

Joanne Humphreys, Social Care Inspector

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