

2519919

Registered provider: Nisa Care Home Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is run by a private company. It is registered to provide care for up to 3 children who have special educational needs and/or disabilities (SEND).

The manager is suitably experienced and qualified. The manager registered with Ofsted in December 2024.

Inspection dates: 10 and 11 February 2026

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: 4 February 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/02/2025	Full	Good
16/05/2023	Full	Good
25/05/2022	Full	Requires improvement to be good
25/05/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, one child has moved into the home, and one child has moved out. The inspector spoke with both children who were living in the home at the time of this inspection.

When children move into the home, the manager completes a thorough assessment of each child's needs and potential risks to ensure that the home can meet these effectively. Staff visit children prior to admission and provide clear information about the home and the staff team, helping children to feel informed and reassured. Children are also offered the opportunity to visit the home and see their bedrooms before moving in. When children move out, staff support their transition sensitively, including organising a farewell celebration, where children receive cards and gifts. This personalised approach helps to reduce anxiety and prioritises children's emotional wellbeing by ensuring they feel supported and prepared for change.

Children develop positive and trusting relationships with staff. One child said, 'I like all the staff. I trust them, and they are caring. I want to stay here until I am 19.'

Interactions between children and staff are warm and nurturing. Staff hold children's hands, and children offer to make staff hot drinks and ask what activities they can do together. These behaviours reflect the strong, family-like relationships within the home, where children feel cared for, valued and a strong sense of belonging.

Both children are engaged in education. One child attends school full time and has excellent attendance at 100%. The other child receives tutoring in the home. Their tutor said, 'He engages well in the sessions, and the staff are brilliant in providing all the resources needed for his education.' The manager and staff work closely with external professionals, and this effective partnership working helps to foster ambition in children. As a result, children feel motivated to do their best and are supported to achieve positive educational outcomes.

Children complete age-appropriate tasks that promote independence and build essential life skills. They clean their bedrooms, take part in baking activities and contribute to daily routines within the home. During the visit, one child helped prepare the evening meal, spaghetti bolognese, demonstrating growing independence and practical cooking skills. Children also engage with their local community, including taking part in litter-picking initiatives. These activities help children develop responsibility, teamwork and pride in their environment. They also gain valuable skills that will support them in adulthood and prepare them for greater independence.

Staff support children to spend time with the people who are important to them, including their family members. Staff build positive relationships with families, which helps ensure that visits are safe, meaningful and arranged in the child's best interests. A family member of one child said, 'Staff go above and beyond. When [name of child]

visits us, staff always check in and ask if we need any support. They are amazing and they go the extra mile.' This approach helps children maintain strong connections with significant people in their lives.

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

The home has clear plans and procedures in place to respond effectively to any safeguarding concerns or missing-from-home incidents. Since the last inspection, no safeguarding or missing incidents have occurred. This indicates that staff have a strong understanding of the children's risks and take proactive action to prevent situations from escalating.

Staff know the children well and are able to de-escalate situations effectively when required. Staff promote and reinforce positive behaviour through consistent praise and rewards. As a result, there have been no incidents of physical intervention since the last inspection.

Staff provide children with consistent routines and boundaries. As a result, children understand what is expected of them. Only one consequence has been issued, and this was proportionate and clearly explained to the child. By explaining the reason for the consequence, staff help children understand expectations and support them to manage their behaviours and emotions more effectively. One child said, 'Staff here are truthful, even when I do something wrong and staff know I don't want to hear it, they will tell me to stop in a good and kind way.'

When children cause harm to themselves, staff respond with nurturing care. However, on one occasion, staff did not seek medical advice in a timely manner. Although this did not result in any negative impact for the child, delays in seeking medical attention could potentially lead to a child's condition worsening and reduce opportunities for early treatment.

The effectiveness of leaders and managers: good

The registered manager is dedicated, aspirational and effective. He has high expectations for the children and ensures that staff have the knowledge and skills they need to provide high-quality, nurturing care. This strong leadership enables children to make progress and flourish.

Staff say they enjoy working at the home and describe themselves as a dedicated team. They highly value the support they receive from the manager. One staff member said, 'He is also good with the staff and looks after our interests as well as the children's.' This positive culture promotes healthy working relationships.

Supervision sessions are held monthly, and the manager ensures that staff performance is appraised annually to review each staff member's progress and achievements. In addition, leaders recognise good work by presenting monthly awards and by awarding

certificates and monetary vouchers to staff who perform well. As a result, staff feel appreciated, motivated and committed to maintaining high standards in their work.

In general, staff have the necessary training to meet children's needs. However, two staff members have not yet completed the specific training required to support one child's communication needs. This gap in training has not affected the good level of support and care provided to the child. The manager has assured that both staff members will undertake the required training as a matter of urgency.

Overall, managers maintain effective monitoring systems. However, on one occasion following a serious incident, the home's designated safeguarding lead did not provide sufficiently robust oversight to ensure that staff consistently adhered to risk assessments or that day-to-day practice was closely monitored. Although this shortfall did not result in any negative impact for the children, it does not reflect strong leadership oversight.

Partnership working with external agencies and parents is positive. Professionals have commended the manager and staff for the good quality of care provided to the children. One social worker said, 'I can see the progress he has made in the short time he has been here, I wish we placed [Name of child] at this home earlier.' A parent commented, 'Me and my wife feel so reassured [Name of child] is living in the right place.'

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

Recommendations

- The registered person must ensure that staff seek timely intervention from medical practitioners when required. ('Guide to the Children's Homes Regulations, including the quality standards', page 33, paragraph 7.3)
- The registered person should ensure that staff have the necessary training and skills to meet all children's needs. This specifically relates to all staff being trained to meet each child's communication needs. ('Guide to the Children's Homes Regulations, including the quality standards', page 43, paragraph 9.12)
- The registered person must ensure that all leaders maintain robust oversight. The designated safeguarding leaders must ensure that all risk assessments are understood, implemented and consistently adhered to by all the staff. ('Guide to the Children's Homes Regulations, including the quality standards', page 55, paragraph 10.24)

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: 2519919

Provision sub-type: Children's home

Registered provider: Nisa Care Home Limited

Registered provider address: 4200 Waterside Centre, Solihull Parkway, Birmingham Business Park, Birmingham B37 7YN

Responsible individual: Sohbia Bi

Registered manager: Naveed Aurangzeb

Inspector

Jas Nahar, Social Care Inspector

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