

2529639

Registered provider: Coventry City Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run by the local authority. It is registered to provide care for up to four children who may have experienced early childhood instability that has led to trauma and associated complex behaviours.

At the time of this inspection, three children were living in the home. Two children were spoken to during the inspection.

The manager registered with Ofsted in September 2025.

Inspection dates: 21 and 22 October 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: 27 August 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/08/2024	Full	Good
22/08/2023	Full	Good
25/07/2022	Full	Requires improvement to be good
14/09/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children are settled and making good and sustained progress from their starting points. One child has successfully developed independence skills and is preparing to move into independent living. Staff have supported another child to be able to express their feelings effectively and develop ways of managing their emotions. As a result, children feel a sense of pride and accomplishment, which supports them in developing a positive sense of self.

Staff prioritise education and finding employment opportunities for children. They are proactive in identifying and responding to individual educational needs, ensuring that children have access to the resources and support required to succeed. Staff advocated effectively for one child to receive tutoring in subjects they found challenging, resulting in an improvement in their academic achievements. Staff supported another child to find employment opportunities in an area of work they are interested in. Children feel well supported and are developing an understanding of the value of education, which contributes positively to their aspirations and future outcomes.

Children enjoy a wide range of activities that support their social development and emotional well-being. Children regularly attend activities such as swimming, trampolining and basketball. Staff encourage children's individual interests and support them in developing hobbies. One child attends a weekly band club, while another attends a youth club. These experiences help children to build lasting memories and develop a strong sense of belonging.

Children's views are valued and actively sought. Children are provided with a variety of ways to share their views, wishes and feelings. Children contribute to decisions around their meal choices, activities and decoration of the home. This supports children to feel heard and involved in decision-making that affects their day-to-day lives.

Staff show a good understanding of each child's individual needs and communication styles. This insight informs the way in which they communicate and support children. Staff adapt their approaches to meet children's specific needs, such as using social stories and simplified language to ensure one child feels heard and understood. Staff respect children's individual identities and support them to express and explore them. As a result, children feel valued and included in the home.

Children have positive and trusting relationships with staff and present as relaxed and happy in their company. They speak highly of the care and support they receive. One child said, 'The staff are great. They never let me down; they always do what they say they will.' Another said they feel 'happy and safe'. These strong relationships contribute to children's emotional stability and sense of general well-being.

Staff promote children's health needs effectively. Also, managers and leaders take effective action to strengthen staff practice in administering children's medication. Robust auditing systems have been implemented to ensure medication is stored and administered safely. These measures demonstrate a strong commitment to safeguarding children's health and improving the quality of care.

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

Staff show a good understanding of children's individual risks and vulnerabilities. They are responsive to changes in children's presentation, using a curious, thoughtful and therapeutic approach to explore concerns and take appropriate action to keep children safe. Staff demonstrate strong de-escalation strategies; this contributes to the low number of incidents in the home. Children feel supported and cared for, particularly during times of challenge, which helps them feel safe and secure.

Staff and leaders take complaints seriously and respond to them with care. Managers ensure that all concerns are fully explored, and children are kept informed throughout the process. Clear outcomes are communicated, helping children to feel heard and supported. This approach encourages children to share any worries, knowing they will be listened to and their concerns acted on without judgement.

Missing-from-home episodes are rare and are managed effectively when they do occur. Staff make every effort to maintain contact with children in a caring manner and actively search for them to support them in returning home safely. Strong multi-agency working with the local authority and the police ensures a coordinated response. When children return, staff respond well to help them feel safe and supported.

Children's achievements are recognised and frequently celebrated through verbal praise and a variety of rewards, including small gifts, sweet treats and activities. As a result, children feel encouraged and motivated to make positive choices.

Physical interventions are used appropriately and only as a last resort to keep children safe. When incidents do occur, they are managed safely, and staff use de-escalation techniques to help children. Children are offered opportunities to reflect on their experiences following an incident.

The effectiveness of leaders and managers: good

The home is led by a highly child-focused, therapeutic and reflective manager who is committed to ensuring positive outcomes for children. She is eager to reflect on and improve practice to ensure children receive high-quality care. The manager is well supported by an experienced and child-focused deputy, who has built strong, positive relationships with both the staff team and the children. Together, they provide consistent and effective leadership that promotes a nurturing and supportive environment.

Management oversight of the home is strong. The manager maintains a visible presence, both physically and in her review of written records. Robust auditing systems are in place to monitor and improve the quality of care. The manager is actively involved in the day-to-day care of children, which provides her with a clear understanding of the home's strengths and enables her to model good practice effectively.

Feedback from professionals and family members is consistently positive. They praise the strong communication, insightful understanding of children's needs and the proactive approach to addressing challenges. Staff are recognised for providing good-quality care in a warm, homely environment that supports children's well-being and development. A family member said, '[Name of child] is so much happier here. I have no concerns about the home; they are great.'

Staff feel well supported and speak positively about the management team and their experience of working in the home. They receive regular supervision and are encouraged to develop their practice through a wide range of training opportunities. This commitment to professional development helps maintain a skilled and child-focused team, which contributes to the delivery of high-quality care for children.

The staff team is stable and diverse, providing children with consistency and a broad range of experience and approaches. This contributes to the delivery of good-quality care and helps children feel secure and well supported. The team's varied backgrounds and skills enrich the home's nurturing environment and the ability to meet children's cultural needs.

There were no requirements or recommendations raised at this inspection.

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: 2529639

Provision sub-type: Children's home

Registered provider address: Po Box 7097, Coventry CV6 9SL

Responsible individual: Angela Whitrick

Registered manager: Meral Erdogan

Inspector

Menaka De Silva, Social Care Inspector

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