

2544851

Registered provider: Alexanders House Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private provider. It provides care for up to 3 children who may experience emotional and social difficulties.

The manager registered with Ofsted in May 2022.

At the time of the inspection, there were 3 children living in the home. The inspector spoke with 2 of the children.

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: 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
23/01/2024	Full	Good
13/02/2023	Full	Good
18/05/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children have positive relationships with staff. They are confident in seeking support from staff when they are worried or have concerns about their care or daily experiences. Staff know children well and understand their individual needs. These relationships enable children to feel safe and secure, specifically when experiencing difficulties.

Children regularly have opportunities to access a wide range of activities. Staff continuously attempt to engage children in daily fun and typical childhood experiences. Staff have planned and hosted events to encourage positive relationships with staff, other children, their families, and the wider community.

Staff actively seek children's views, wishes and feelings. Staff listen to children and act on requests. Children know how to make a complaint. Complaints are taken seriously and children are informed of the outcomes.

Staff know and respect how important children's families are. Staff understand children's individual family circumstances and support children to develop and maintain positive relationships with family. Children's families speak highly of the home, the staff, and the support that children receive. Staff have completed extensive work with one child and their family to repair relationships, resulting in the child moving out of the home and being reunited with their family.

Children do not always experience planned positive moves in and out of the home. Staff have positive working relationships with external agencies. However, on one occasion, they did not share information with the local authority regarding the concerns they had caring for the child before they expressed the need for them to move out. Staff inform children of decisions made and support their emotional wellbeing throughout the journey. Children who move out of the home stay in contact with staff, highlighting the positive relationships that they have developed with staff.

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

Children are helped to understand their own risks. Staff complete key-work sessions with children to develop strategies to keep themselves safe.

When children go missing from home, staff actively try to contact children and locate them. They work closely with those known to the children to try and locate them quickly and safely.

Risk assessments are regularly updated to inform and guide staff in keeping children safe. They include significant incidents and actions to mitigate future risk, which is agreed through multi-agency working.

Children are rarely held, due to staff having a 'hands-off' approach to supporting children when they are angry or upset. Staff recognise the importance of de-escalation strategies and are committed to exploring all possible support before physical intervention.

Allegations are acted on and taken seriously. They are investigated with appropriate outcomes. Children are supported to understand these outcomes and staff are encouraged to complete restorative work with children to repair relationships.

Leaders and managers actively seek out external support to help children's emotional and physical wellbeing. They recognise when staff do not have the expertise to support children with their unique needs, requesting additional support and learning from relevant professionals and agencies.

The effectiveness of leaders and managers: good

Leaders and managers care about children and their wellbeing. They are passionate about children experiencing a loving and safe home and have high aspirations for them.

Staff speak highly of the support that they receive from leaders and managers, both professionally and personally. One member of staff said, 'Managers offer unwavering support and flexibility, which has been invaluable.' Staff say that they feel valued, which has created a positive working environment. Staff work well as a team and provide consistent care to children.

Staff receive regular supervision sessions and appraisals, which allow staff to have the opportunity to reflect on their practice and contribute to their own personal development. Team meetings are held regularly and are well attended. These facilitate discussions regarding the day-to-day running of the home. Staff can share their thoughts and feelings.

There is a focus on theory and how this is used to inform practice. Staff find this useful and say that this supports their understanding of children's needs, behaviours and how this underpins their practice. However, these reflective discussions are then not always recorded in children's records.

While some oversight of incidents occurs, there are missed opportunities to identify critical learning and disseminate this to staff to further develop practice. These opportunities would reduce the risk of reoccurrence and promote children's safety. The language within some children's records including management oversight is sometimes difficult to read and blaming of children rather than reflecting on staff practice. This does not align with the practice and aims of leaders, managers, and staff.

One staff member does not have the correct qualification to undertake their role. Managers have explored this and have plans to address this.

Ofsted are not always informed of significant incidents. This does not provide the external regulator with an accurate overview of children's care so as to ensure their safety.

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

Statutory requirements

This section sets out the actions that the registered person 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 leadership and management standard is that the registered person enables, inspires, and leads a culture in relation to the children's home that— promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff have the experience, qualifications, and skills to meet the needs of each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(b) (2)(a)(c)(f)(h))	12 May 2026
The registered person must notify HMCI and each other relevant person without delay if— an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there; and there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(b)(c)(e))	12 May 2026

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; and seek to secure the input and services required to meet each child’s needs. (Regulation 5 (a)(b)(c))	12 May 2026
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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: 2544851

Provision sub-type: Children's home

Registered provider: Alexanders House Limited

Responsible individual: David Palmer

Registered manager: Marie Carver

Inspectors

Sarah McGow, Social Care Inspector (lead)
Amey Henry, Social Care Inspector

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