

2565542

Registered provider: Nirmal Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a small private organisation. It provides care for up to two children who experience social and emotional difficulties.

At the time of this inspection, two children were living at the home.

The manager registered with Ofsted in September 2023.

Inspection dates: 2 and 3 September 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: 25 June 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/06/2024	Full	Good
03/05/2023	Full	Good
13/09/2022	Full	Requires improvement to be good
11/08/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

One child was on holiday with staff at the time of the inspection. One child spoke to the inspector. The child spoke very positively about their life at the home. The child described the staff as being 'like family'. They said they feel well cared for and that they do not feel like a child in care. The staff team is made up of people from various backgrounds, and the child enjoys trying foods from different parts of the world.

Children take part in activities that reflect their wishes and feelings. Staff plan activities with children, although they do not always choose to participate. Staff listen to children and support their interests. Staff assisted one child in obtaining a passport and participating in a trip to France that reflected their interests.

Positive behaviour and daily tasks are encouraged through a reward system. Children choose their rewards, which helps them stay motivated and engaged. This approach supports children in developing responsibility and making positive choices.

Staff are helping one child to develop life skills, including cooking, personal care, and travelling independently. The child's advocate said that this is helping the child prepare for adulthood.

Children's progress in education is carefully supported by staff, although this is not always linear. One child resumed education after a two-year gap. They faced challenges and possible undiagnosed needs. Despite this, they are now attending college full time, studying a course of their choice. Early indications show this placement is supporting positive engagement and progress. Staff have also supported the child in undergoing a formal assessment of their needs.

Another child did not make the expected progress on their previous course. Staff have now secured a suitable education placement for the current academic year. This placement will further support the child in developing independence skills. It also provides them the opportunity to achieve meaningful learning outcomes.

Staff encourage children to maintain contact with people who are important to them. Staff have supported one child in visiting people who live far from the home. This has involved staff staying overnight with the child. Staff assisted another child in travelling out of the area to visit people who are important to them. This helps children maintain relationships and supports their identity. One family member said that, despite the physical distance, they receive regular updates. This helps them know what is happening for the child and supports their relationship.

The home is generally clean and tidy. Children have been involved in choosing how their bedrooms are decorated. Some areas of the home require some maintenance. There is a

large tear in the living room carpet and black marks around the bath. This needs urgent attention, as it could be indicative of mould.

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

Incidents are well managed. Staff follow children's care plans, which are regularly updated and provide clear directions for them to follow. Staff work well with other professionals to keep children safe. They report concerns to the police when required. Staff sought medical advice promptly when a child was suspected to be under the influence of alcohol. Managers review incidents and ensure that lessons are learned and follow-up actions are taken.

Following incidents, children participate in key-work sessions. These provide opportunities for children to reflect on what happened. Children also participate in regular planned key-work sessions. These cover topics such as keeping safe online, substance misuse, criminal activity, and how to make complaints. These sessions help children learn how to stay safe and make positive decisions. As a result, one child has demonstrated a reduction in self-injurious behaviours. They can reflect with staff on things that frustrate them and consider how to respond.

Staff follow clear missing-from-home protocols that reflect each child's individual needs. These give staff clear instructions to follow when a child goes missing and include addresses and contacts to assist in locating children. This helps staff to respond quickly and keep children safe when they are missing.

Staff understand the risks of exploitation for children. Risk assessments and safety plans help mitigate these risks. External professionals said that staff respond promptly to emerging concerns. Staff demonstrate professional curiosity and explore concerns thoroughly. Staff introduced a child-safe smartphone for one child. This allows staff to closely monitor the child's online activity. This has helped the child stay safe online.

Safer recruitment procedures are followed. Staff undergo the necessary checks before they work at the home. However, one staff member's employment history has not been explored. Consequently, leaders and managers cannot be fully assured of the suitability of all staff working with children.

Staff have used consequences as part of their wider approach to manage behaviour. These are generally logical and restorative. However, it is not clear how managers oversee these measures, so there is no assurance that they are fair and proportionate.

The effectiveness of leaders and managers: good

The manager is suitably experienced and is working towards a relevant level 5 diploma. The manager takes pride in children's achievements. The manager and staff are aspirational for the children.

Staff enjoy a positive team culture, which they say is like a family. They said that leaders and managers provide them with good levels of support. This helps staff feel valued and confident in their roles. This contributes to the stability of the home.

All staff have received up-to-date mandatory training. They also receive additional training that reflects children's individual needs. This ensures that staff are equipped with the necessary knowledge and skills to provide effective care. This proactive approach improves staff practice and the quality of support offered to the child.

Supervision sessions take place regularly and in line with policy. They are reflective and detailed. This gives staff the opportunity to discuss any concerns and receive constructive feedback. Appraisals are well structured and provide staff with clear short-, medium- and long-term goals. This supports staff development.

Team meetings are regular and well attended. This allows messages and information to be shared consistently across the team. Staff benefit from opportunities to reflect on practice. After an increase in incidents, one team meeting focused on resilience and decision-making. This allowed staff to consider the causes of children's behaviours and how best to respond. This improved staff's confidence and strengthened the quality of care provided.

External professionals are positive about the home. They report good communication and timely updates. One child's social worker said that staff helped them understand the child better. This meant that the social worker could build a positive relationship with the child.

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 registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the effectiveness and any consequences of the use of the measure; and within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and has signed the record to confirm it is accurate; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(vii)(b)(i)(ii)(c))	5 November 2025

Recommendations

- The registered person should ensure that the home is a nurturing and supportive environment that meets children's needs. In particular, ensure that repairs and general maintenance to the home are carried out promptly. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that good employment practice is maintained, as set out in Regulations 31 to 33. They must ensure that a satisfactory written explanation of any gaps in employment is provided during recruitment. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)

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: 2565542

Provision sub-type: Children's home

Registered provider: Nirmal Homes Limited

Registered provider address: 73 Francis Road, Edgbaston, Birmingham B16 8SP

Responsible individual: Kate Rowe

Registered manager: Zakiya Begum

Inspector

Emilja Myers, Social Care Inspector

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