

2587315

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 provides short breaks for up to four children who may have sensory impairment and/or physical disabilities and/or learning disabilities.

The service 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: 2 December 2025

Date of last inspection: 9 June 2025

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At these inspections, the inspector evaluated:

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

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

One child was having a short-break stay at the time of inspection. They appeared happy and relaxed. Staff know the children well and respond effectively to their needs. Children who use communication aids are supported to do so. This helps children to express their choices and wishes.

Staff and leaders now play a key part in children's care planning; they attend reviews and advocate for children. For example, staff arranged a multi-agency meeting to discuss the best care arrangements for a child who has displayed unwanted behaviours when sharing stays with others. As a result, it was agreed that this child could have stays on their own, which will help them to settle more. In addition, there is a more-consistent approach to meeting children's needs because staff attend review meetings. For example, for one child who requires support with food, there was a coordinated approach between family, the home and school. This helps children to reach their potential.

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 children's inclusion, independence and enjoyment.

There have been incidents of unwanted behaviours following the last inspection. Children have not been held or gone missing from the home. Staff support children with their behaviour in line with plans that help children to be safe. However, incident records lack detail, and the manager's oversight is not reflective. This is a missed opportunity to explore themes and patterns and identify triggers to help improve practice that helps and supports children.

Children typically arrive with their prescribed medication when coming for their stays. However, on one occasion, a child did not arrive with their medication. Staff contacted the appropriate person to locate the medication, but it was not obtained. This resulted in the child going without their prescribed medication. There is an inconsistent approach in the staff team regarding how to manage such situations.

This practice leaves gaps to appropriately support or promote children's health and well-being.

Further training has been completed by staff, such as visual impairment training. This training has given staff a deeper understanding of children's needs. However, there are some delays in bank members of staff completing this training. Furthermore, the manager has not identified if all staff have the suitable qualification for the role of working in residential care.

The manager demonstrates an awareness of areas requiring development and has implemented plans to strengthen practice. These include improving the monitoring and recording of records to ensure greater accountability and consistency. In addition, the manager has scheduled improvements to the home's outdoor environment, with a garden refurbishment planned in the coming months to enhance children's experiences.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/06/2025	Full	Requires improvement to be good
11/03/2025	Full	Requires improvement to be good
13/02/2024	Full	Good
21/03/2023	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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— 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; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(f)(h)) The registered person must ensure that effective monitoring and review systems are in place to evaluate and improve practice, particularly when incidents occur. In addition, clear guidance must be implemented regarding the action to take when medication is not brought into the home, to ensure that children's welfare is consistently promoted. Furthermore, ensure that training assigned to staff is completed. This requirement was raised at the last inspection and is partly restated.	8 February 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	8 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))

Children's home details

Unique reference number: 2587315

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: Post vacant

Registered manager: Post vacant

Inspector

Joanne Humphreys, Social Care Inspector

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