

2589579

Registered provider: A&M Care Solutions Limited – trading as Metropolitan Care Solutions

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private provider. It provides care for up to three children with learning disabilities.

The manager registered with Ofsted in January 2021.

At the time of this inspection, there were three children living at the home. All children were seen and spoken with by the inspector.

Inspection dates: 18 and 19 August 2025

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 13 January 2025

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/01/2025	Full	Outstanding
16/01/2024	Full	Outstanding
24/01/2023	Full	Outstanding
11/01/2022	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children make exceptional progress in all areas of their development. This is a direct result of highly personalised care that is thoughtfully adapted to meet each child's unique communication style, sensory profile and learning need. Children show improvements in communication, social interaction, emotional regulation and independence. They are increasingly confident, engaged and able to access learning opportunities. Children's physical well-being also benefits, with improved appetite and engagement at mealtimes.

Staff build strong, trusted relationships with the children, underpinned by their knowledge of autism and learning disability best practices. These relationships foster emotional security and enable staff to respond consistently and sensitively to each child's cues. The significant relationships that have developed have also enabled staff to feel confident to take one child on his first trip abroad. This had excellent preparation and was a wonderful, life-enriching achievement.

Children also make significant progress in their ability to concentrate and sustain attention, as well as increased positive interaction with peers. Turn-taking and cooperative play have notably improved, reflecting enhanced social understanding and skills. One child has made such strong progress in their communication that they have been successfully discharged from speech and language therapy, highlighting the effectiveness of the support in place. These outcomes reflect the nurturing environment and the consistent, individualised care provided by staff.

The premises are welcoming, homely and well resourced. Children's rooms directly reflect their distinctive personalities. As a result, children develop a strong sense of self, confidence in their identity and pride in their unique abilities and preferences. This contributes significantly to their emotional well-being, social development and overall progress.

The inspector saw the children with staff in the home. Their behaviour showed them to be happy, settled and confident in their environment. Children engage in activities with enthusiasm and ease. They benefit from a calm and predictable atmosphere where they feel safe and valued. This sense of security enables children to flourish socially and emotionally. The warmth and mutual affection between children and staff are evident. One professional said, 'Staff want the best for the children, and you feel that; it's palpable.'

Family time is prioritised in the home, with particular emphasis on maintaining meaningful relationships that are important to each child's sense of identity and belonging. Siblings are welcomed and encouraged to visit, with opportunities to share meals and spend quality time together in a relaxed, homely environment. These

moments are thoughtfully planned and sensitively facilitated by staff, who understand the emotional significance of family connections.

Children's views, wishes and feelings are central to all aspects of their care. Staff take time to understand each child's preferred methods of communication and actively seek their input into daily routines, activities, menus and decision-making. Children are encouraged to pursue their individual hobbies and interests, whether this is music, art, nature, technology or sensory activities, which are thoughtfully woven into their personalised care plans. This inclusive and responsive approach empowers children to express themselves, make choices and feel heard.

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

Staff are suitably trained and take a consistent approach in their use of holding children. They ensure that it is only implemented when necessary and solely for the purpose of keeping the child and others safe. Staff demonstrate a strong understanding of the principles of least-restrictive practice and are confident in recognising when intervention is required to prevent harm. Following an incident, managers provide debriefs, offering opportunities for reflection, learning and continuous improvement.

All aspects of care, including the management of behaviour, are guided by individual support plans that are tailored to each child's needs. These plans are regularly reviewed and updated to reflect any changes in behaviour or risk, ensuring that interventions remain appropriate and proportionate. Management oversight is evident throughout the home's documentation. This approach supports a safe, nurturing environment where children's rights are respected and staff are empowered to respond to behaviours in a way that prioritises safety, dignity and emotional well-being.

Staff demonstrate a thorough understanding of each child's individual risks and vulnerabilities, including in relation to self-injurious behaviours. They maintain accurate and up-to-date care plans and risk management plans, which are informed by regular collaborative meetings and discussions. These documents are not only comprehensive but are consistently implemented in daily practice. Staff follow agreed strategies with diligence, ensuring that children are kept safe while also promoting independence and choice.

Key work is highly effective and directly aligns with each child's individual targets and developmental goals. Staff take a creative and engaging approach to key-work sessions, ensuring that children are actively involved and that learning is meaningful.

A standout example of key work is the manager's initiative to help children understand the purpose of a post office. Children were supported to write and post a letter. In return, the manager replied with his own letter. This thoughtful activity not only reinforced communication and literacy skills but also deepened children's understanding of everyday life and community services. Such imaginative and purposeful key work supports children's progress, builds confidence and strengthens their ability to engage with the world around them.

The effectiveness of leaders and managers: outstanding

Leaders and managers demonstrate highly aspirational leadership, driving continuous improvement across the service. Their vision and commitment have led to notable enhancements in communication practices, ensuring that children's voices are heard and understood through personalised and inclusive approaches. Managers also champion diversity awareness, embedding a culture of respect and celebration of individual identity throughout the home.

Managers demonstrate strong and proactive advocacy to ensure that children receive timely and appropriate assessments from relevant specialists. This includes effective liaison with health, education and social care professionals to secure multi-disciplinary input where needed. As a result, children's needs, particularly those relating to speech and language during this period, are accurately identified and understood. This enables staff to implement tailored strategies that support each child's development.

Managers support staff development through a comprehensive and regularly updated training programme. The workforce development plan provides management with clear oversight of training coverage and identifies areas where additional learning is required. This strategic tool ensures that any gaps in knowledge or skills are promptly addressed. It also supports succession planning and continuous professional development across the team.

Leaders and managers have a clear and ambitious plan for the continued development of the service, underpinned by a strong commitment to improving outcomes for all children. Their vision is strategic and child centred, with a focus on enhancing experiences, promoting independence and ensuring that children's individual needs and interests are fully supported. Plans include enriching children's lived experiences through activities, such as travel and geocaching, encouraging curiosity, confidence and engagement with the wider world. Managers also encourage children's personal development, including, for one child, learning Spanish and French and improving physical well-being, such as through targeted support for skin health.

Managers are passionate advocates for children. For example, they carefully manage children's transition into independence, ensuring it is not rushed and that the most suitable placement is identified. One child is being supported to integrate their preferred communication method into their school setting, promoting consistency and inclusion.

Managers focus on increasing independence for all children, ensuring that they are equipped with the skills and confidence they need for the future. Their comprehensive and forward-thinking plans reflect a deep understanding of each child's journey and the manager's unwavering commitment to delivering high-quality, individualised care.

Professionals consistently speak highly of the care provided by managers and the wider staff team, describing the service as child focused, responsive and of a very high standard. They comment on the warmth, consistency and professionalism of staff. One

said of the whole team, 'They are good advocates who support the children's independence skills. Our feedback about them is glowing.'

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: 2589579

Provision sub-type: Children's home

Registered provider: A&M Care Solutions Limited – trading as Metropolitan Care Solutions

Registered provider address: 16 Regent Street, Nottingham, Nottinghamshire NG1 5BQ

Responsible individual: Katherine Adkins

Registered manager: Ian Boyle

Inspector

Rachel Ruth, Social Care Inspector

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