

2590522

Registered provider: Bay View Child Care 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 4 children who may experience social and emotional difficulties.

The manager registered with Ofsted on 9 February 2026. She is suitably experienced.

At the time of this inspection, 3 children were living at the home. The inspector spoke to all the children.

Inspection dates: 7 and 8 April 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: 8 April 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/04/2025	Full	Good
29/04/2024	Full	Good
26/07/2023	Full	Good
11/10/2022	Full	Good

Summary of findings

Staff and managers have developed positive relationships with professionals, families and most importantly with children. As a result, children feel happy and safe in their home and are able to talk to staff when they have any worries. One child said that staff know when they are not okay and will check in and talk to them. Interactions between staff and children are natural and warm.

Inspection judgements

Overall experiences and progress of children and young people: good

Children live in a comfortable, personalised and well-maintained home. The generous shared spaces enable children to socialise together or to spend time in quieter places, such as the sensory and relaxation area. Staff support children to take pride in their bedrooms through demonstrating and modelling independence skills.

Children's moves to and from the home are well planned and staff do all they can to ensure that these moves are as positive as possible. One child has moved to foster care, reflecting their wishes and feelings. Staff worked closely with the child and their professionals at every stage. Another child has recently moved into the home who is being supported to build relationships with staff and other children.

Plans are clear and co-produced with children. Staff support children to contribute to their plans, ensuring that their voice is embedded in planning and progress. This helps staff to better understand children's needs and the reasons behind some behaviours. Staff actively seek children's views through one-to-one conversations, group discussions, the home's compliments book and formal feedback forms. As a result, their wishes and feelings are listened to and responded to.

Family time is prioritised and children are supported to regularly see people who are important to them. One parent shared that staff are very flexible and always keep in contact to arrange visits and support their time together. Another parent said that staff have been a really good support to them and their child.

Children's individual health needs are understood. Staff work closely with external agencies and professionals to ensure that children receive timely support. One-to-one conversations play a key role in promoting children's emotional wellbeing and in offering and seeking direct support when needed.

Education is prioritised. When children are on a reduced education plan, staff provide a structured timetable to promote routine and progress.

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

Managers and staff understand children's risks well and children say that staff support them to feel safe.

Since the last inspection, there have been several episodes of children going missing from home and self-harm incidents. Staff understand their responsibilities in relation to safeguarding children and recognise the signs of risk in children's behaviour. When serious incidents occur, staff take appropriate action to safeguard children. Thorough follow-up work is completed with a focus on education and learning. The manager supported one child to make a complaint about an external professional, ensuring that they understood the complaints process and the outcome.

Children's voices are represented in risk assessments. To support children's understanding, risk assessments are referred to as 'worry plans'. These are regularly updated and clearly identify key areas of concern. However, risk assessments do not fully include clear steps for staff to follow should concerns about self-harm arise.

Allegations made by children are rare and always taken seriously. The manager acts quickly to ensure the children's safety and investigates concerns promptly. Children are kept informed of the outcomes of investigations.

Positive behaviour is promoted and children's achievements are celebrated. Incentive plans are individualised and promote positive engagement and progress. When consequences are used, they are proportionate and natural.

The effectiveness of leaders and managers: good

The manager demonstrates a strong commitment and high aspirations for both children and staff. Staff understand and share this vision. One member of staff said that the manager's 'passion and enthusiasm shines through'. This is reflected in the consistent care the children receive and contributes to their sense of belonging.

The manager communicates effectively and builds strong relationships with external professionals, children and their families. One social worker said '[Child's name] has excellent relationships with staff. Communication is the home's strength; this is not just with me but with family.' This collaborative approach ensures that children receive well-coordinated support.

Staff attend weekly workshop team meetings with a clear focus on staff consistency, learning and development. The sessions are valued by staff, who report that they have strengthened practice and had a positive impact on their approach to meeting children's individual needs.

The manager provides staff with supervision sessions and annual appraisals. This includes supervision in which staff are supported and allocated time to reflect on their practice. The manager ensures that their appraisals of staff include a review of their

development and the creation of a clear action plan. However, the manager does not consider feedback from children, colleagues or professionals in these appraisals.

Staff morale in the home is high. The manager is approachable and responsive and has a clear understanding of the strengths of the team and the areas that can be improved. As a result, the manager focuses on working together as a team to improve outcomes for children.

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 must comply within the given timescales.

Requirement	Due date
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1) (2)(a)(i)(vi)) In particular, the registered person must ensure that risk assessments contain clear steps for staff to follow should concerns about self-harm arise.	18 June 2025

Recommendation

- The registered person should ensure that appraisals take into account, where reasonable and practical, the views of other professionals who have worked with the staff member over the year and children in the home's care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.5)

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: 2590522

Provision sub-type: Children's home

Registered provider: Bay View Child Care Limited

Registered provider address: Core Assets, Malvern View, Saxon Business Park,
Hanbury Road, Stoke Prior, Bromsgrove B60 4AD

Responsible individual: Christopher Thompson

Registered manager: Eleanor Cambray-Roberts

Inspector

Julia Edwards, Social Care Inspector

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