

2596906

Registered provider: Indigo Children's Care Homes Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned. It provides care for up to 4 children aged between 10 and 17 years who experience social and emotional difficulties because of their early life experiences.

The manager registered with Ofsted in June 2025.

At the time of this inspection, 3 children were living at the home.

Inspection date: 19 March 2026

Date of last inspection: 14 October 2025

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

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

The inspector has 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.

Two children living at the home contributed to the inspection. Since the last inspection, 2 children have moved into the home, and one child has moved out. This was in a planned way.

Children experience well-planned moves into the home. As a result, children have settled in quickly. The manager carefully considers the impact of the children living together. However, the manager did not assess the staff's skills, experience and training to ensure that they could meet the assessed needs of the children.

Interactions between staff and children appear warm and caring. Children speak highly of the support they receive from staff. Professionals praise the quality of the care children receive. They highlight partnership working as a particular strength of the home.

Staff help children form healthy routines. One child has difficulties sleeping. Staff have created a personalised plan to help them settle into an evening routine. This has meant their sleeping pattern has improved. Another child receives their education in the home. Staff help the child remain focused and complete their work. However, staff do not share their work with their virtual and host schools. As a result, education professionals may not be aware of progress the child has made.

On rare occasions, staff use consequences to help manage children's behaviour. The consequences are meaningful and are discussed with the child. This helps them learn healthier and safer ways to work through challenges.

Staff have been provided with ongoing training to help them recognise and respond to children's needs. The inspector spoke with a local police officer. They said the staff take a proactive approach when helping children manage behaviour. Consequently, police have not been called to the home to help manage children's behaviour.

Children's individual risk assessments and behaviour management plans have improved since the last inspection. These are now regularly updated and provide clearer guidance for staff on how to support the children.

Children have complex needs and histories of going missing from home, substance misuse and exploitation risks. Staff have a good understanding of the children's backgrounds and lived experiences. Children regularly go missing from the home. When a child goes missing, staff try and contact them and others who are known to them to help locate them and encourage them to return to the home. Staff carry out extensive searches of areas they think the child may be. Staff request return home

interviews from the child's placing authority. However, on one occasion, staff failed to follow the child's protocol, and there was a delay of 20 minutes in reporting a child who was missing to the police.

Allegations raised by children against staff have not always been promptly reported to managers. This has meant the staff member to whom the allegation was directed continued to work in the home with the child without any protective measures in place. The initial delay in reporting to managers led to additional delays in reporting to the local authority designated officer and Ofsted. Once the manager was aware of the allegation, they took appropriate action. The manager's investigation identified learning points, which were communicated to staff. The child was informed of the investigation outcome.

Records now demonstrate that staff undergo appropriate safer recruitment checks. This is an improvement since the last inspection.

Management oversight of incident reports has been enhanced. The manager now reviews each report and includes an evaluation of all actions that need to be taken to bring about improvements for children. The responsible individual provides additional oversight. This helps ensure that opportunities to improve children's experiences are not missed.

Staff now receive regular supervision. This helps them feel supported and provides opportunities to develop their skills. However, one staff member had not completed their safeguarding training, despite having been in their role for 2 months. Leaders and managers failed to recognise or thoroughly review this deficit during their supervision. The staff member completed the training on the day of inspection.

At the time of the last inspection, 4 staff members were significantly behind schedule in achieving the relevant qualification as required by the regulation. Two of these staff members have since left the home; the remaining 2 are yet to achieve their qualification. Leaders and managers have reviewed the impact of the staff members having not achieved the qualification, along with reviewing the staff's experience and training to understand their knowledge base. The manager liaises regularly with the provider to help staff remain on track to achieve the qualification.

At the last inspection, 4 requirements were raised. At this inspection, 2 of the requirements had been met. Two requirements have been restated. Two further recommendations have been raised at this inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/10/2025	Full	Requires improvement to be good
28/05/2024	Full	Good
20/06/2023	Full	Good
12/04/2022	Full	Requires improvement to be 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 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; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2)(a)(i)(iii)(v)(vi)(vii)) In particular, ensure that any allegations of abuse are reported immediately. Additionally, ensure that staff adhere to risk-reduction measures outlined in children's relevant plans. This requirement was raised at the last inspection and is restated.	10 April 2026

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. The relevant date is— in the case of an individual who starts working in a care role in a home after 1 April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home. (Regulation 32 (4)(a)(b) (5)(a)) This requirement was raised at the last inspection and is restated.	31 May 2026
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Recommendations

- The registered person should ensure that staff consistently communicate updates on the progress of children receiving education at the home. All education professionals overseeing the child's education should receive updates. (‘Guide to the Children’s Homes Regulations, including the quality standards’, page 27, paragraph 5.11)
- The registered person should only accept placements for children when they are satisfied that the home can respond effectively to their assessed needs. Leaders and managers should assess staff’s skills, experience and training. (‘Guide to the Children’s Homes Regulations, including the quality standards’, page 56, paragraph 11.4)

Children's home details

Unique reference number: 2596906

Provision sub-type: Children's home

Registered provider: Indigo Children's Care Homes Limited

Responsible individual: Sarah Choudhry

Registered manager: Kerry Harding

Inspector

Lexi Mitchell, Social Care Inspector

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