

2603750

Registered provider: Support and Sustain Care Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private organisation. It is registered to provide care for up to three children who may have had adverse childhood experiences that have led to associated trauma and social and emotional difficulties.

At the time of this visit, one child was living in the home. The child did not speak with the inspector.

The manager is suitably qualified and experienced. They have completed their fit person interview and are awaiting the outcome.

Inspection date: 5 November 2025

This monitoring visit

On 10 and 11 September 2025, Ofsted carried out an assurance inspection that identified serious and widespread concerns about safeguarding practices and the leadership and management of the home. As a result, compliance notices were issued under regulations 12 and 13, and a restriction of accommodation notice was imposed.

The purpose of this visit was to review the organisation's progress in meeting the steps outlined in the compliance notices. Managers have taken appropriate action to address all requirements under regulations 12 and 13. They have also complied with the restriction of accommodation notice, ensuring that no children have moved into the home. This restriction has now expired.

Managers respond promptly and appropriately to allegations of harm in line with child protection policies. They ensure that the local authority designated officer and relevant social workers are informed without delay and that accurate information is shared. Investigations are thorough, and children are supported to speak with an independent person, such as their social worker, to reflect on any concerns. Ofsted is notified of all serious incidents. These improvements have strengthened

safeguarding arrangements and enhanced independent oversight, reducing the risk of harm to children.

Managers ensure that staff complete refresher training in the home's behaviour management and therapeutic approaches, alongside safeguarding and trauma-informed practice. Team meetings are used effectively to strengthen staff skills and provide opportunities for reflective practice. Consequently, staff consistently implement agreed behaviour management strategies and respond promptly to safeguarding concerns.

Leaders have reviewed and strengthened monitoring systems to improve oversight of practice. The electronic recording system now prompts staff and managers to complete all required actions before an incident can be closed, ensuring greater accountability and timely follow-up. The responsible individual has direct oversight of all incidents, further enhancing governance and quality assurance arrangements.

Staffing arrangements have been stabilised, and the home now operates with a consistent team of permanent staff, reducing reliance on external cover. Staffing levels meet the individual needs of children, including appropriate night-time arrangements. Managers have reviewed shift patterns to ensure staff receive adequate rest between shifts, improving staff well-being and their capacity to provide calm, consistent care. These improvements have contributed to a significant reduction in incidents requiring physical intervention and have helped children feel safer and more settled in the home.

As a result of this inspection, the restriction of accommodation has been lifted, and the compliance notices have been deemed as met. All requirements raised at the last inspection were also met, with no additional requirements or recommendations raised at this visit.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/05/2025	Full	Requires improvement to be good
22/07/2024	Full	Good
24/05/2023	Full	Good
04/10/2022	Full	Requires improvement to be good

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 2603750

Provision sub-type: Children's home

Registered provider: Support and Sustain Care Ltd

Registered provider address: Six Ways Business Centre, 1 Guildford Street,
Birmingham, West Midlands B19 2HN

Responsible individual: Heidi Pierce

Registered manager: Post vacant

Inspector

Nateisha Cardoza-Evans, Social Care Inspector

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