

2617199

Registered provider: Blossom Care Group Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A small private provider operates this home. The home provides care for up to three children who have experienced childhood instability, resulting in trauma and associated complex behaviours.

The manager has been registered with Ofsted since February 2025. She holds a relevant qualification and is working towards her Level 5 diploma.

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

Inspection dates: 21 and 22 July 2025

Overall experiences and progress of children and young people, taking into account	good
---	-------------

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

The effectiveness of leaders and managers	good
---	------

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 18 February 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/02/2025	Full	Good
08/08/2023	Full	Good
14/06/2022	Full	Requires improvement to be good
14/12/2021	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, one child has moved into the home and two have moved on. One young person moved to a more suitable home, in agreement with their local authority social worker. Another child was supported in preparing for independent living. Staff continue to assist them with the decoration of their new home and provide ongoing support. One child stated, 'I would not change it and was best placement I was at during my time in residential.'

Leaders and staff demonstrate a strong understanding of children's health needs. Staff are appropriately trained in bespoke areas to ensure they know how to keep children safe in the home. One child's health outcomes have significantly improved since moving into the home, due to the care and attention provided by staff.

Children have positive relationships with staff. Staff demonstrate a clear understanding of how to meet children's needs effectively. Children feel comfortable being playful with staff and enjoy activities such as watching movies, styling staff members' hair, and going out on regular outings. Overall, children are trusting of staff and have developed a sense of belonging as a result.

Leaders and staff establish effective links with education professionals. Children are provided with bespoke educational plans tailored to meet their individual needs. As a result, children have developed more consistent routines and are engaging more positively with their learning.

The home environment is clean and welcoming. The team takes pride in maintaining the home, and children are actively involved in choosing decorative features. An ongoing redecoration plan is in place to ensure the home remains well maintained and continues to meet children's needs.

Leaders and staff support children to keep in touch with relatives. One professional said, 'The home places great importance on maintaining and supporting family connections. Staff work proactively to facilitate and encourage regular family time between the young person and the key people in their life.'

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

Children have access to a range of options available for raising concerns, should they wish to do so. These include a complaints post box, envelopes provided for sending complaints directly to the regulator, and regular opportunities to speak with staff. Leaders respond appropriately to external complaints and ensure that complainants are kept informed throughout the process. No complaints have been made by children since the last inspection.

Managers respond to allegations effectively and provide appropriate follow-up. They ensure that relevant professionals are notified in a timely manner. Robust fact-finding processes are undertaken to assure themselves that children are safe. This helps children feel that their voices are heard and valued.

Staff take appropriate action when children go missing from the home. Leaders provide clear guidance to staff on how to respond in such situations. Staff communicate effectively with relevant professionals and family members, which has resulted in children being located more quickly. Leaders and staff demonstrate care and curiosity when exploring the reasons behind missing incidents. Through gaining a better understanding, they have implemented measures that have helped prevent further occurrences.

Staff use trained therapeutic techniques, including Playfulness, Acceptance, Curiosity and Empathy, to support children. When physical intervention has been required as a last resort, it has been carried out safely and for the shortest possible duration. Children are given the opportunity to share their thoughts and feelings following an intervention, which helps staff maintain positive relationships. The effectiveness of staff practice means that physical interventions are rarely used in the home.

The use of consequences is fair and supports children's learning. Staff ensure that any consequences given are in line with children's plans. However, leaders do not always review the effectiveness of these consequences in a timely manner. Additionally, consequences implemented by the registered manager are not reviewed by a senior manager. This lack of oversight means leaders miss opportunities to ensure that consequences are both effective and appropriate.

Monitoring and surveillance equipment is in place, although not required. Door alarms are installed on bedroom doors and are currently in use. While these are not used to actively monitor children, the alarms sound each time the child leaves their bedroom. This detracts from the homely environment and has the potential to feel institutional. Leaders say they are reviewing their arrangements regarding the use of door alarms.

The effectiveness of leaders and managers: good

The home is led by a knowledgeable and committed registered manager, who promotes a positive culture. She is supported by an experienced Responsible Individual, who also has a strong understanding of the day-to-day running of the home. Through positive role modelling by leaders, staff are encouraged to create meaningful experiences for children. One member of staff said, 'We work as a team, we do communicate, we support [name of children]. The team focuses on the children.'

Staff share positive feedback about working in the home. They report feeling supported by management and able to speak to the management team about anything. Leaders provide staff with regular, good-quality supervision, which gives them opportunities to reflect on their practice and continue developing professionally.

Staff are safely recruited into the home. Leaders ensure that all relevant checks are completed before a staff member begins their role. When concerns arise during the application stage, these are thoroughly assessed, and robust risk management plans are implemented. This enables leaders to be assured that staff are safe to work with children.

Staff are suitably trained to meet the individual needs of children. Leaders promptly identify when additional training is required. Staff have recently completed training in diabetes management. Leaders and staff also engage in regular team development sessions. The registered manager has recently created a quiz covering topics such as contextual safeguarding and child sexual exploitation. This has helped equip staff to better support children's health needs.

Monitoring systems within the home are robust and detailed. Leaders work together to ensure that regular audits are completed. This enables any shortfalls to be identified at the earliest opportunity.

Leaders work positively with the wider network. One professional stated, 'Communication within the home is clear, consistent and supportive. Communication with young people is also prioritized, promoting transparency and trust.'

What does the children's home need to do to improve?

Recommendations

- The registered person should ensure that they gain consent to any monitoring or surveillance by the placing authority in writing at the time of placement and that door alarms are used only when necessary. (Guide to the Children's Homes Regulations, including quality standards', page 16, paragraph 3.16)
- The registered person should ensure that consequences are subject to systems of regular scrutiny to ensure that their use is fair and the above principles as set out in 9.35 are respected. (Guide to the Children's Homes Regulations, including quality standards', page 46, paragraph 9.36)

Children's home details

Unique reference number: 2617199

Provision sub-type: Children's home

Registered provider: Blossom Care Group Ltd

Registered provider address: 7 Faraday Court, Centrum One Hundred, Burton-On-Trent DE14 2WX

Responsible individual: Hannah Jay

Registered manager: Maddison Connelly

Inspector

Chanel Bryant, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked-after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2025