

2636494

Registered provider: Ashford Children's Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home was registered with Ofsted in July 2021 and is privately owned. It provides care for up to 6 children with special educational needs and/or learning disabilities.

At the time of this inspection, 2 children were living at the home.

The manager post has been vacant since March 2026.

Inspection dates: 5 and 6 May 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: 17 June 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/06/2025	Full	Good
12/11/2024	Full	Good
12/06/2023	Full	Good
21/03/2023	Full	Requires improvement to be good

Summary of findings

Since the last inspection, the home has experienced changes in leadership. The new manager has taken a proactive approach to improving consistency and addressing shortfalls. Children are well supported and are making progress in line with their starting points. Staff are feeling increasingly confident due to managerial support. The home environment remains an area requiring attention, and delays in some staff completing their level 3 diploma mean regulatory expectations in relation to all staff achieving the necessary qualifications are not fully met.

Inspection judgements

Overall experiences and progress of children and young people: good

Children are making progress from their starting points. One child has made notable improvements in their verbal communication. Feedback from a health professional confirms that the child, who was previously nonverbal, is now using words and speaking in short sentences. Another child, who previously struggled to form trusting relationships, has developed positive relationships with staff, which their parent has praised. As a result, this enhances children's confidence and ability to build meaningful connections.

Children are generally healthy. For one child, whose long-term health condition has recently deteriorated, staff have worked closely with specialist health professionals and have followed all advice to ensure their needs are fully understood and met. As a result, the child continues to receive safe, well-coordinated care that protects their health and promotes their overall wellbeing.

Children are enrolled in education; however, engagement has been a challenge. Staff provide consistent encouragement and support to help them engage. When there are challenges with attendance or participation, staff advocate effectively to ensure that the support offered is aligned with each child's individual needs. As a result, children are better able to access learning and benefit from education that is tailored to their circumstances.

Children are supported to maintain relationships with their family. Staff promote and facilitate time with their families in line with each child's care plan, helping them sustain important connections that contribute to their sense of identity.

Children are well supported when they leave the home. Staff provide emotional reassurance and maintain effective communication with relevant professionals to ensure each move is well planned and smoothly managed. This helps children experience safe, coordinated transitions that reduce anxiety and support their continued stability.

Children's achievements are celebrated through the regular 'good news and achievements'. Achievements have included being able to use words to communicate, asking staff for support (for a child who finds this difficult) and doing laundry and tidying up.

The home environment is clean and safe. However, several areas still require updating to provide children with a homely environment. Although the new manager has begun to make improvements, overall progress since the last inspection has been minimal. This means children are not yet benefiting from a consistently well-maintained living space.

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

A positive culture of safeguarding is established in the home. The staff understand their roles and responsibilities. Staff and managers understand the importance of multiprofessional working in keeping children safe. They communicate regularly with relevant professionals.

Children are supported by staff who have built positive and trusting relationships with them. This is shown through the warm and caring interactions they share. Staff encourage children in a calm and consistent way.

Physical interventions are managed safely, with incidents clearly recorded and managers providing appropriate oversight and guidance. When the current manager identified gaps in decision-making, they took action to address them.

Allegations are managed promptly and in line with local authority designated officer guidance, with fact-finding completed and outcomes clearly recorded. Plans in place for children provide staff with clear direction, enabling them to respond consistently and safely. This ensures that children are protected, that risks are well managed and that safeguarding practice is strong.

Staff help children build independence at a level that is in line with their understanding. Because of this support, children are getting better at self-care skills, changing bedding and doing laundry, and expressing their emotions. These improvements have helped them feel more confident and more engaged.

Children are supported with internet safety through clear controls, restricted Wi-Fi and monitored usage that limits access to inappropriate content. This is actively reviewed to ensure it continues to be in line with each child's needs and understanding.

The effectiveness of leaders and managers: good

Since the last inspection, there has been a change in both the manager and the responsible individual. The new manager is yet to register with Ofsted and the

responsible individual's suitability is yet to be assessed. However, both are taking appropriate steps to address this.

In a short period, the new manager has taken a proactive and focused approach, driving consistency and strengthening practice where improvements were needed. This has helped to maintain stability for both children and staff.

Staff speak positively about the new leadership, describing the manager as responsive and instrumental in helping them feel more confident in their roles. For example, staff are now actively supported and encouraged to attend children's statutory meetings. As a result, staff feel the home is moving in a positive and more stable direction following the recent change in leadership and management.

Staff are supported through regular monthly supervisions. They receive clear guidance from the manager, alongside consistent team meetings that prioritise welfare, safeguarding and high-quality practice. This structured approach is helping staff feel informed, confident and aligned in their work with children.

Leaders and managers have a continued focus on the professional development of staff. All mandatory and relevant additional training is up to date, helping to ensure staff remain skilled and able to meet children's needs safely and consistently. However, there have been delays in some staff completing their level 3 diploma in residential childcare within the required regulatory timescales.

Feedback from external professionals and parents is mostly positive. Communication with the home is described as excellent by one professional. Another noted that staff are 'lovely, supportive and approachable' and skilled at helping children develop a strong sense of belonging. This reflects the home's commitment to building effective relationships and delivering good-quality care.

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 quality and purpose of care standard is that children receive care from staff who— ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child. (Regulation 6 (2)(c)(i)) In particular, ensure prompt attention to areas of the home needing renovation, redecoration or repair and provide a homely environment. This requirement was reinstated from the previous inspection.	2 November 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. (Regulation 32 (4)(a)(b))	2 November 2026

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: 2636494

Provision sub-type: Children's home

Registered provider: Ashford Children's Care Limited

Registered provider address: 31a Edgwood Road, Rednal, Birmingham B45 8SB

Responsible individual: Post vacant

Registered manager: Post vacant

Inspectors

Chido Mangava, Social Care Inspector

Kerry Meller-Rayment, Social Care Inspector

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