

2656689

Registered provider: Ash House Care LTD

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home provides care for up to two children with learning disabilities and complex needs. The home is privately owned, and a suitably experienced and qualified registered manager is in post.

At the time of the inspection, two children were living in the home and the inspector spoke to both children.

Inspection dates: 20 and 21 January 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: 22 January 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: None

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/01/2025	Full	Good
31/10/2023	Full	Good
20/09/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children benefit from a home that is clean, spacious, well furnished, and decorated. Their toys are accessible and certificates celebrating their achievements are on display. Children's bedrooms are highly personalised, reflecting their individual interests and important relationships. These factors contribute to a homely and welcoming environment.

Children receive individualised care. Staff benefit from clear and detailed plans that are regularly updated to reflect children's needs. As a result, children are making significant progress from their individual starting points. They are becoming increasingly independent, better able to manage their feelings and engage in their personal care. For example, one child who had not previously had their hair cut for years, now regularly enjoys going to the barber's shop.

Children's health needs are well understood. Staff and the manager work well with partner agencies to ensure that children's physical and mental health needs are met. Where there have previously been barriers to children accessing support, staff have helped children to overcome them. Because of this, children have been able to attend appointments and receive immunisations, when previously they have not. One child is now able to receive medication as prescribed, and another has made significant progress in achieving a healthy weight.

Children are well supported with their education. When children's educational needs are not being met, the manager is proactive in raising this, and in seeking alternative provisions that meet children's individual needs. Because of this, children's presentation and engagement in school have improved. One educational professional said that the child they work with, 'has come on leaps and bounds since he moved to [name of the home].'

Children's family relationships are treated as a priority. Staff are skilled at building working relationships with children's family members and feedback from family members was exclusively positive. One family member said, 'The support extends to the family as well. It feels like we are all supported together. They are helping us to be a family even though we live apart.' While another said, 'I am so grateful for everything they have done, they have not only helped my child, but they have helped me to understand what I need to do....I constantly say how grateful I am and how far [name of child] has come because of them.'

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

Staff have a good understanding of the children in their care, and the risks to them. As a result, safeguarding incidents are rare. Since the last inspection, children have not gone

missing, made any complaints or made any allegations against staff in the home. When children have made allegations against external professionals, staff have acted promptly to ensure that the child is safe. They have involved the relevant professionals, undertaking investigations promptly, and informed children of outcomes. This helps children to feel safe.

Children benefit from clear and consistent boundaries. Staff do not use consequences. Instead, children's progress is supported using rewards, incentives and positive relationships.

The use of physical intervention has been high. However, staff only hold children when it is necessary to keep them or others safe and only as a last resort. Leaders and managers have ensured that their monitoring and oversight of the use of restraint is robust. They monitor patterns and trends, using that information to help staff better understand children's behaviours. As a result, the use of restraint has significantly reduced.

The effectiveness of leaders and managers: good

Leaders and managers are ambitious for the children in their care and advocate for them as a good parent would. They use a range of tools to oversee all aspects of children's care and use this to improve children's experiences.

Leaders and managers are skilled at building effective working relationships with children's families. This helps children to settle and feel safe. One family member said of the manager, 'Lisa is absolutely amazing, I cannot say anything less than that, the home is managed excellently, everyone is lovely, the team are carefully selected, it is not just a job. I can see dedication from every team member, and it feels like a family...I think Lisa is doing an amazing job.'

Leaders and managers ensure that staff are well supported through regular team meetings and supervisions. Staff feel well supported and enjoy working in the home. One member of staff said, 'I love it, I don't feel like I am ever coming to work.' While another said, 'Managers are very accepting of ideas, they make you feel very supported.'

Senior leaders have at times moved staff from this home to work in another home. Because of this, and to cover vacancies and staff to children's ratios, children have experienced changes in staffing because of the use of agency staff. Managers have mitigated this by ensuring that staff well known to children take a lead on key matters and will now only employ agency staff familiar to the children. This has effectively minimised the impact on children.

Leaders and managers have not ensured that staff always complete the training they require to fulfil their roles. One member of staff has not completed their food safety, first aid, fire safety training or safe administration of medication. Another had not completed training on how to respond if children go missing. The impact of this for children is

mitigated by the fact that children are each currently supported by two members of staff, one of whom is appropriately trained.

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, 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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child; (Regulation 13 (1)(a)(b) (2)(e)) Specifically, the registered person must ensure that staff are up to date with their mandatory training	30 April 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: 2656689

Provision sub-type: Children's home

Registered provider: Ash House Care LTD

Registered provider address: Oakendale, Sandy Lane, Bishops Wood, Stafford ST19 9AF

Responsible individual: Amanda Brace

Registered manager: Lisa Lawrence

Inspector

John Tomlinson, Social Care Inspector

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