

2660470

Registered provider: My House Calow Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and provides care for up to four children with learning disabilities.

At the time of this inspection, four children were living at the home, and they contributed to the inspection.

The home is being led by a manager who is registered with Ofsted.

Inspection date: 4 November 2025

Date of last inspection: 8 July 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.

Following the last full inspection, the manager developed an action plan to address the shortfalls identified in that inspection. This outlined measures they would take to ensure the requirements and recommendations are met. In addition, the leadership team has reviewed some working practices and processes and made changes to strengthen areas of staff's care practices.

The children continue to make good progress. For one child, a new routine has been devised by all involved in their care. The child has responded well to the new daily schedule. It has enabled the child to participate in a greater number of activities and achieve better outcomes.

The staff have a thorough understanding of the children's needs. They have built up their knowledge of the children through their ongoing support and daily observations of the children's behaviours and the things they enjoy. Children have goals that they are working toward, and with staff support, the children are achieving these goals, which indicates the progress that children continue to make.

Staff have been proactive in enhancing their communication skills to improve how they communicate with the children. They have been learning Makaton and using it daily with the children. As a result, the children are beginning to learn new signs and using these. This is enabling children to make their wishes and feelings known and has aided in improved communication with staff, therefore improving relationships.

Children's risks are understood and outlined in the positive behaviour support plans and risk management plans for children. However, some details are lacking in these documents regarding how staff need to respond to the risks. Staff require up-to-date information to enable them to keep children safe.

The manager has introduced a method to enable staff to better understand if a child is experiencing any pain. Should a child show they are in pain, staff are able to determine if medication is needed to help the child manage the pain or seek medical attention.

The medication process has been reviewed and now has greater management oversight. Managers also undertake a weekly audit so they can promptly identify any discrepancies.

The manager has changed the scheduling of supervision sessions for staff. These are now pre-planned, so all staff know when theirs are scheduled. The recording of supervisions remains inconsistent. Some records are very detailed and capture the

discussions and reflections that have taken place. In contrast, some records show only brief factual details being written.

The staff are confident that they provide good care to the children and ensure that the children's needs are met. Staff can identify the progress children have made and capture this in their recording. Staff stated that they feel that managers communicate well with them, share essential updates in various ways and keep them involved in the operation of the home.

Some new staff members started recently. They have received a thorough induction to help them settle into working at the home. Staff have continued to receive training that enhances their skills and knowledge. There are some staff who are overdue their physical intervention training.

The mother of a child living in the home was very complimentary and appreciative of the support her child had received. She is of the view that their enabling approach has 'opened up his world more'.

The requirements and recommendation set at the previous full inspection remain in place. Although there have been improvements in practice and some progress achieved, the home requires more time to fully embed these changes and demonstrate consistent practice.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/07/2025	Full	Requires improvement to be good
28/01/2025	Full	Good
22/06/2023	Full	Outstanding
08/11/2022	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 the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(b)) In particular, there must be up-to-date risk assessments and positive behaviour support plans in place that identify known and potential risks for each child. Furthermore, staff must know how to challenge and deal with inappropriate behaviour that places children at risk and have confidence to act to keep children safe.	5 January 2026
The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. In particular the registered person must ensure that— medicine which is prescribed for a child is administered as prescribed to the child for whom it is prescribed and to no other child; and a record is kept of the administration of medicine to each child. (Regulation 23 (1) (2)(b)(c)) In particular, the registered person must ensure that staff are trained and competent in administering medication and that they follow specific medication protocols for the children.	5 January 2026

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— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(b)) In particular, the registered person must ensure that they have oversight of all the work carried out in the home and that supervision notes are thoroughly recorded. This requirement was raised at the last inspection and is restated.	5 January 2026
The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and children are helped to lead healthy lifestyles. (Regulation 10 (1)(a)(b)(c)) The registered person must ensure that staff offer care and support to children if they are harmed or potentially in pain.	5 January 2026
The registered person must notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious;	5 January 2026

there is an allegation of abuse against the home or a person working there; a child protection enquiry involving a child— is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e)) In particular, this relates to an incident that the registered manager agreed should have been reported to Ofsted.	
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Recommendation

- The registered person should ensure that they request essential documents from each child's local authority. If they are not provided in a timely manner, the registered person needs to escalate their request. ('Guide to the Children's Homes Regulations, including the quality standards', page 12, paragraph 2.8)

Children's home details

Unique reference number: 2660470

Provision sub-type: Children's home

Registered provider: My House Calow Limited

Responsible individual: Lisa Marsh

Registered manager: Danielle Smith

Inspector

Lizette Watts, Social Care Inspector

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