

2662751

Registered provider: Holywell Children's Services Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home registered with Ofsted on 31 January 2022 and is operated by a private provider. It offers care for one child who experiences social and emotional difficulties and/or has learning disabilities.

At the time of this visit, no children were living at the home.

There has been no registered manager at the home since 15 March 2024.

Inspection date: 9 March 2026

This monitoring visit

This visit was carried out to review compliance notices issued following the last inspection.

The interim manager has applied to register with Ofsted. Ofsted has not yet assessed their suitability for their role. The compliance notice and requirement in relation to regulation 27 have been met.

Leaders and managers have taken action to strengthen safeguarding practice. They held a meeting with staff to ensure that they were aware of the shortfalls. Key messages were delivered to the team, and relevant learning was highlighted. Leaders have discussed how to improve the effectiveness of risk assessments.

Leaders and managers have implemented processes to monitor practice more closely and identify strengths and weaknesses. The provider has introduced monthly monitoring arrangements, enabling the manager to have more robust oversight of the home. The manager demonstrates understanding of how to review safeguarding incidents and the steps required when practice falls short.

A new senior leader has been appointed with the intention that they will become the responsible individual. They have not yet submitted their application to register with Ofsted, and their suitability has not been assessed. They will oversee the home's monitoring arrangements to provide an additional level of scrutiny.

The provider has met the compliance notices relating to regulations 12 and 13. However, the requirements under these regulations will remain in effect and will be reviewed once the home is operating and the impact on children's safety and progress can be evaluated.

Other requirements from the last inspection were not reviewed during this visit and therefore remain in effect.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/01/2026	Full	Inadequate
23/09/2025	Full	Inadequate
26/02/2025	Full	Good
13/09/2023	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 with 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 staff— have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; and take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1) (2)(a)(iii)(v)(vi)) Specifically, that staff should be vigilant to the signs that children are likely to go missing and make decisions that prevent this. The timescales in which children should be reported missing should correlate with the risks they are subject to, and staff should ensure this is done promptly.	19 April 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— understand the impact that the quality of care provided in the home is having on the progress and experiences of each	19 April 2026

child and use this understanding to inform the development of the quality of care provided in the home; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(f)(h)) Specifically, the registered person must use their oversight to recognise practice shortfalls and address them to improve the service and outcomes for children.	
The care planning standard is that children— receive effectively planned care in or through the children’s home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home’s statement of purpose. that arrangements are in place to— ensure the effective induction of each child into the home; (Regulation 14 (1)(a)(b) (2)(a)(b)(i)) The registered person must ensure that they carry out a full assessment of children’s needs before they move into the home, considering the impact of the adjacent sister home.	19 April 2026
The registered person must ensure that all employees— receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b)) In particular, the registered person must ensure that all staff receive regular, effective supervision.	19 April 2026
The registered person must ensure that—	19 April 2026

within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the name of the child; details of the child’s behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the name of the person who used the measure (“the user”), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so (“the authorised person”)— has spoken to the user about the measure; and has signed the record to confirm it is accurate; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)) In particular, the registered person must ensure that children and staff are spoken to following an incident requiring a physical intervention, and following consequences, within the required timescales.	
The registered person must ensure that an independent person visits the children’s home at least once each month.	19 April 2026

When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires; and to inspect the premises of the home and such of the home's records (except for a child's case records, unless the child and the child's placing authority consent) as the independent person requires. The independent person must produce a report about a visit ("the independent person's report") which sets out, in particular, the independent person's opinion as to whether— children are effectively safeguarded; and the conduct of the home promotes children's well-being. The independent person's report may recommend actions that the registered person may take in relation to the home and timescales within which the registered person must consider whether or not to take those actions. (Regulation 44 (1) (2)(a)(b) (4)(a)(b) (5)) In particular, the registered person must ensure that regulation 44 reports provide a thorough and robust assessment of the homes arrangements for providing care to children.	
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.	19 April 2026

After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review (“the quality of care review report”). The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1) (2)(a)(b)(c) (3) (4) (5)) In particular, the registered person must ensure that the quality of care review includes sufficient detail about the quality of the care provided and the way the home is managed.	
The registered person may only— employ an individual to work at the children’s home; if the individual satisfies the requirements in paragraph (3). The requirements are that— the individual has the appropriate experience, qualification and skills for the work that the individual is to perform; 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. The relevant date is— in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or	19 April 2026

in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016.
(Regulation 32 (2)(a) (3)(b) (4)(a)(b) (5)(a)(b))

Specifically, staff must complete their qualifications within the required time frames. When staff miss the deadline, the registered person should monitor their progress and support them in achieving their qualifications promptly.

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: 2662751

Provision sub-type: Children's home

Registered provider: Holywell Children's Services Limited

Registered provider address: Dalton House, 9 Dalton Square, Lancaster LA1 1WD

Responsible individual: Sabe Connor

Registered manager: Post vacant

Inspector

Sarah Huntbatch, 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 2026