

2663221

Registered provider: Holywell Children's Services Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and operated by a private provider. It is registered to provide care for up to 2 children with social and emotional needs.

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

There has been no registered manager since 15 March 2024.

Inspection date: 21 January 2026

This monitoring visit

Serious and widespread concerns were identified at the last assurance inspection. A case review was held on 5 November 2025, when a decision was made for Ofsted to issue a restriction of accommodation notice to prevent any further children from moving into the home.

This monitoring visit was undertaken to assess the progress made on the requirements identified at the assurance inspection. The provider has adhered to the restriction of accommodation notice.

There is an interim manager in post. Since the assurance inspection in October 2025, the home has had three interim managers, which has resulted in a lack of continuity in leadership. The proposed internal candidate has not yet been formally interviewed for the role. They were not safely recruited for their current role.

The interim manager is receiving regular supervision. However, the senior manager responsible for supervising managers is due to leave the organisation soon, and there are no confirmed succession arrangements in place. As a result, leadership and management arrangements lack stability.

The home has been renovated and redecorated. Children's bedrooms are suitably furnished and ready for children to move in. However, some areas remain unfinished, including bare walls in the communal areas and ongoing renovation works outside the property. Construction work is also taking place in the rear garden of the adjacent sister home, which is accessible to children, and workmen are using the area at the front of the home during these works. As a result, the environment is not yet fully usable or homely for children.

A fire risk assessment was completed by a competent professional on 29 September 2025. This identified substantial fire risks. The provider has obtained quotes for the remaining work to be done, but this has not been completed. This does not demonstrate that leaders and managers understand their roles in protecting children or prioritise action to minimise known risks.

The leaders and staff have reflected on previous shortfalls in practice relating to children's health needs. They have developed an action plan to ensure that children's health is promoted. New documentation is in place to ensure that health needs are prioritised and monitored regularly. However, while relevant training for staff has been arranged, this has not yet been completed.

Some staff remain significantly beyond the required timescale to achieve their residential childcare qualification. Managers have implemented a structured support plan to assist them, and protected time during shifts has been allocated to enable staff to complete the work still to be done. A requirement has been made at the last inspection and has been restated.

Ofsted does not consider that the shortfalls found at the assurance inspection on 29 October 2025 have been fully addressed and has therefore reissued the restriction notice.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/04/2025	Full	Good
05/03/2025	Full	Inadequate
15/11/2023	Full	Requires improvement to be good
30/11/2022	Full	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; and that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (1) (2)(b)(d)) Specifically, the registered person must ensure that relevant risk assessments are carried out in a timely manner by competent professionals. They must also ensure that the recommendations of these assessments are carried out promptly. This requirement was made at the last inspection and is restated.	21 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— 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;	21 April 2026

ensure that staff work as a team where appropriate; and ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b) (2)(a)(b)(e)) Specifically, the registered person must ensure that there is continuity in the leadership and care provided to the children. This requirement was made at the last inspection and is restated.	
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— manage and review the placement of each child in the home. (Regulation 14 (1)(a)(b) (2)(a)(b)(ii)) Specifically, the registered person must ensure that all relevant information required to make informed decisions about new admissions is sought in a timely way. Robust assessments must be completed before a child moves in, to determine if their needs can be met. The needs and compatibility of children already living in the home must also be carefully considered. Children whose needs cannot be met alongside those of the children who already live at the home must not be admitted. This requirement was made at the last inspection and is restated.	21 April 2026
The quality and purpose of care standard is that children receive care from staff who—	21 April 2026

understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— provide to children living in the home the physical necessities they need in order to live there comfortably. (Regulation 6 (1)(a)(b) (2)(b)(vii)) Specifically, the registered person must ensure that communal areas are well decorated and that outdoor spaces accessible to children are safe and usable. This requirement was made at the last inspection and is restated.	
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. In particular, the standard in paragraph (1) requires the registered person to ensure— that each child has access to such dental, medical, nursing, psychiatric and psychological advice, treatment and other services as the child may require. (Regulation 10 (1)(a)(b)(c) (2)(c)) Specifically, the registered person must ensure that children are supported to have healthy lifestyles and diets and that emerging health needs are responded to promptly by staff. This requirement was made at the last inspection and is restated.	21 April 2026
The registered provider must appoint a person to manage the children's home if—	21 April 2026

there is no registered manager in respect of the home. If the registered provider appoints a person to manage the home, the registered provider must, without delay, give HMCI notice of— the name of the person so appointed; and the date on which the appointment takes effect. (Regulation 27 (1)(a) (2)(a)(b)) This requirement was made at the last inspection and is restated.	
The registered person may only— employ an individual to work at the children's home; or if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the 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 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. (Regulation 32 (2)(a)(b) (3)(b) (4)(a)(b) (5)(a))	21 April 2026

This requirement was made at the last inspection and is restated.	
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Recommendations

- The registered person should ensure that staff support children with home study by encouraging them to develop independent study skills and helping them to practise those skills. ('Guide to the Children's Homes Regulations, including the quality standards', page 29, paragraph 5.18)
- The registered person should decide what each Regulation 45 review should focus on, based on the specific circumstances of the home at that particular time and any areas of high risk to the children that the home is designed to care for. The review should enable the registered person to identify areas of strength and possible weakness in the home's care, which will be captured in the written report. The report should clearly identify any actions required for the next 6 months of delivery within the home and how those actions will be addressed. The whole review process and the resulting report should be used as a tool for continuous improvement in the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 65, paragraph 15.4)

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: 2663221

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

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