

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: 24 March 2026

This monitoring visit

Serious and widespread concerns were identified at the last assurance inspection. Following a case review held on 5 November 2025, Ofsted made a decision to issue a restriction of accommodation notice, preventing any further children from moving into the home. This action was taken to ensure that children are safe and to allow the provider to focus on addressing the concerns raised.

A further monitoring visit was carried out on 21 January 2026. Inspectors found that the previously identified shortfalls had not been fully addressed, and, as a result, Ofsted issued a further restriction notice.

The purpose of this monitoring visit was to evaluate the progress made and to determine whether the provider had taken sufficient action to meet the required standards. The provider had adhered to the restriction of accommodation notice. No children have moved into the home since the last monitoring visit.

The interim manager submitted their application to register with Ofsted on 11 February 2026. The provider has addressed the employment gaps previously identified within their recruitment records, and the applicant has now been safely recruited in line with safer recruitment requirements.

A senior leader has been recruited to provide additional support to the responsible individual and managers. They took up their role on 10 March 2026. Their appointment adds an important layer of scrutiny, guidance and oversight, helping to strengthen leadership capacity and improve the quality of support offered to the home.

Construction work in the rear garden of the sister home has been completed. Staff have wallpapered the bare walls in the communal areas of the home. The home and outdoor areas are safe and usable for children.

On 20 September 2025, a fire risk assessment was completed by a competent professional. This assessment identified substantial fire risks. The provider has taken action to complete all identified improvements and therefore reduced the risks to children who live in the home.

One member of staff remains significantly beyond the required timescale for achieving their residential childcare qualification. Managers have implemented a structured support plan to assist them, and protected time during shifts has been allocated to enable the staff member to complete the outstanding work. As a result of this targeted support, they are now making accelerated progress.

A case review was held on 31 March 2026, where it was deemed that the identified shortfalls had been addressed. The restriction of accommodation notice was lifted.

The remaining requirements and recommendations could not be assessed within this monitoring visit and will remain in place.

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 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; 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.	21 April 2026
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—	21 April 2026

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.	
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 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)) This requirement was made at the last inspection and is restated.	21 April 2026
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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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