

2667771

Registered provider: Heathfield (Parkgate) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned children's home provides care for up to four children with special educational needs and/or disabilities (SEND). The focus is long-term placements for children aged eight to 17 years.

At the time of the inspection, there were four children living at the home.

The manager has been registered with Ofsted since 31 March 2022.

Inspection dates: 5 and 6 August 2025

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: 13 November 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/11/2024	Full	Good
03/07/2024	Full	Inadequate
24/08/2023	Full	Good
08/11/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children are making ongoing progress in their development because of the committed, engaging staff team who provide a warm, nurturing environment in which they can flourish. Long-term stability is a priority, providing the children with a sense of belonging and routine.

Children and staff have built trusting relationships based on fun and respect. Children were heard laughing and playing throughout the inspection. Staff understand the importance of play and of children experiencing new challenges.

The children are encouraged to maintain their physical and mental well-being. They benefit from a range of activities, such as football, a Makaton choir and accessing many local outdoor spaces. During the school holidays, staff support children to have positive experiences, through short-stay holidays and day trips. Children were excited to talk about their adventures.

Staff proactively help children to understand the importance of being healthy. They help children to attend their necessary health and medical appointments, and specialist services are sourced when required. This means that children's health and well-being needs continue to be met.

Children in education benefit from structure and routine, with staff using effective strategies to support their attendance. As a result, children are reaching their appropriate milestones. However, staff omit to obtain certificates of the children's achievements, which prevents children from having a shared celebration of their accomplishments.

Care planning is well documented, and newer staff are well informed regarding the children's lived experiences and current needs. This planning enables the children to receive consistent and appropriate care from the whole team.

When possible, all children, including those with additional communication needs, are encouraged to attend their own care planning meetings. This means that their views and wishes are heard and acted on accordingly.

Staff understand the importance of children spending time with family and the people who are important to them. As a result, children are helped to understand and maintain their identity and are supported to have positive experiences with their brothers and sisters.

The home environment continues to be child focused and welcoming. The bedrooms are personalised, but the communal areas, including the garden, have not been well maintained recently.

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

Leaders and managers promote a positive and proactive safeguarding culture at the home. A commitment to staff receiving appropriate training is helping to ensure that the safety and well-being of children are prioritised.

The recently introduced therapeutic model has helped staff to understand children's behaviour. Staff's commitment to learning and an increasing insight into children's lived experiences are also helping children to understand their own responses.

Physical intervention is used only when necessary. Staff use de-escalation techniques effectively to prevent the acceleration of significant incidents. Prompt debrief sessions with children enable them to talk openly about their feelings. This further supports staff's understanding and enables positive responses to unwanted behaviour.

Timely oversight by leaders and managers helps to ensure that any incidents are managed well and in line with keeping children safe. Children spoke candidly about the consequences to their behaviour and learning from incidents.

Senior leaders and managers ensure that risk assessments are regularly reviewed, shared and understood by each member of staff. New staff receive an informed and comprehensive induction. This includes gaining knowledge of the impact of childhood trauma. As a result, all staff have a good understanding of children's behaviour and their unique vulnerabilities.

Regular key-work sessions provide an opportunity for children to build trusting relationships, and they create a safe space for them to express their feelings, thoughts and concerns. Older children benefit from focused sessions on life skills and independence. This enables them to gain a sense of accomplishment.

Leaders and managers carefully consider the matching of children coming to live at the home. These decisions also take into account the views of the children already living there.

When a child makes an allegation, all necessary safeguards are put in place. The local authority designated officer is notified, and any internal investigations are generally thorough. However, the registered manager does not always identify themes such as staff performance. This means that concerns are not addressed at the earliest opportunity. Nonetheless, children are kept safe, and learning from incidents is shared collectively during team meetings or discussions.

The effectiveness of leaders and managers: good

The home continues to be managed effectively by an experienced registered manager. Senior leaders are visible and have a comprehensive oversight of the home.

Monitoring systems and quality assurance tools are effective. In addition, the home's workforce development plan is regularly reviewed. This means that leaders and managers understand themes and areas for development and identify the actions needed to improve children's experiences.

Staff mostly receive regular supervision sessions. However, the quality of these meetings varies. For example, staff subject to allegations are not afforded reflection on learning and their own well-being. However, all staff have received an annual appraisal to support their own ongoing development.

Leaders and managers ensure that staff complete necessary training. Additional training is secured when necessary to enable staff to be well equipped to fulfil their roles and responsibilities.

Effective safer recruitment practice provides the necessary safeguards when new staff are being appointed. Delegation of tasks, for example health and safety, ensures that children live in a safe environment.

The registered manager maintains appropriate and timely communication with relevant professionals, including the regulator. Effective working relationships with agencies enable a transparent and positive overview of children's progress and promote positive outcomes.

Senior leaders and managers know the children extremely well. The registered manager demonstrates a clear understanding of the home's strengths, areas for development and the progress of children.

The independent person offers an additional layer of scrutiny. Leaders and managers welcome this challenge to further improve outcomes for children.

What does the children's home need to do to improve?

Recommendations

- The registered person should ensure that children have a clean environment, to include areas outside of the home, for example the garden. ('Guide to the Children's Homes Regulations, including the quality standards', page 14, paragraph 3.3)
- The registered person should ensure that the home's staff recognise and celebrate the achievements of their children. Specifically, when children have achieved certificated skills and educational awards. ('Guide to the Children's Homes Regulations, including the quality standards', page 31, paragraph 6.7)
- The registered person should maintain good employment practice. They must ensure that recruitment, supervision and performance management of staff safeguards children and minimises potential risks to them. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)

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: 2667771

Provision sub-type: Children's home

Registered provider: Heathfield (Parkgate) Limited

Registered provider address: C/O Harrison Clark Rickerbys, 5 Deansway, Worcester, West Midlands WR1 2JG

Responsible individual: Jacqueline Smeeth

Registered manager: Donna Morris

Inspector

Jill Sephton-Wright, Social Care Inspector

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