

2672241

Registered provider: JN Healthcare Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned and provides care for up to 3 children who experience social and emotional difficulties and/or have learning disabilities.

At the time of this inspection, one child was living in the home. The inspectors spoke with the child about their experiences in the home.

The manager registered with Ofsted in December 2025.

Inspection dates: 2 and 3 June 2026

Overall experiences and progress of children and young people, taking into account

requires improvement to be good

How well children and young people are helped and protected

requires improvement to be good

The effectiveness of leaders and managers

requires improvement to be good

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 1 April 2025

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/04/2025	Full	Requires improvement to be good
11/12/2024	Full	Inadequate

Summary of findings

Children are not consistently receiving good-quality care and support. As a result of shortfalls in staff practice, children's individual needs are not always met. Weaknesses in care planning and management oversight contribute to inconsistent responses, which negatively impact children's overall experiences. Consequently, children are not yet consistently receiving safe, nurturing and well-coordinated support that promotes their welfare and progress.

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

Children make some progress from their starting points. However, shortfalls in the care they receive affect their progress, and their experiences are not always positive.

Staff have a general understanding of children's health needs, care plans, and their role in meeting these needs. However, since the last inspection, this understanding has not been applied consistently, affecting the quality of care provided. In addition, staff have not consistently received the training required to meet children's needs effectively, which has limited their progress. There have also been delays in children accessing appropriate external support services.

Overall, staff develop positive relationships with children. The child currently living in the home provided positive feedback. Staff continue to develop relationships and are beginning to build positive connections with one another, which has helped the child to feel safer and more secure in the home. However, since the last inspection, other children have not always felt safe and cared for. This indicates that relationships are not consistently trusting or emotionally secure for all children, which undermines their sense of safety and wellbeing.

Two children have moved on from the home since the last inspection. Despite some challenges, staff supported these moves effectively, and children were able to say goodbye to peers and adults who were important to them. A social worker said, 'The care, kindness and support you've shown means the world to [name of child], and it's so meaningful for [name of child] to have had such a special goodbye.'

A child moved into the home on an emergency basis. While their needs and risks were considered, important information, particularly regarding the child's risks and vulnerabilities, was not fully shared with the manager. This led to difficulties in peer relationships, and some children were adversely affected. The manager has since addressed this issue and has decided that children will not be admitted on an emergency basis in the future. The manager has also strengthened processes to ensure that full information is obtained to support safe and effective decision-making.

Staff place a strong emphasis on children's education and promote it effectively. However, children's outcomes are inconsistent. Several children have experienced difficulties engaging with education, which has affected their day-to-day experiences and progress. Positively, for the child currently living in the home, who has been out of education for a significant period, staff are working with the relevant professionals to identify an appropriate education provision.

How well children and young people are helped and protected requires improvement to be good

Overall, children report feeling safe and supported by staff. However, there have been occasions when staff have not been able to support children effectively, resulting in children feeling unsafe. At times, children experience difficulties in their relationships with staff, which negatively affect their sense of safety and security.

The registered manager does not consistently assess or evaluate children's risks effectively. As a result, staff do not always have a clear understanding of these risks. This limits their ability to identify and respond to children's individual needs effectively and does not consistently support the safety of children and others in the home.

When children go missing from the home, staff follow individual protocols and support plans to help ensure their safe return. Staff work in partnership with safeguarding agencies during incidents and to strengthen safety planning. However, staff do not always demonstrate consistent professional curiosity, particularly when there are concerns that children may have misused substances. As a result, medical advice is not always sought promptly to safeguard children's health and wellbeing. The manager has recognised this shortfall and has taken steps to strengthen systems and oversight.

When children are at risk of exploitation, staff work in partnership with safeguarding agencies to ensure that they receive appropriate support. However, staff do not have a full understanding of child exploitation. In addition, an opportunity was missed to seek further guidance and support from the local exploitation team. The registered manager has recognised these shortfalls, made appropriate referrals, and is supporting staff to undertake more targeted training to better protect and support children.

Overall, staff and leaders have a good understanding of their safeguarding roles and responsibilities. However, following an incident involving a child who was accessing an external activity away from the home, the registered manager did not work effectively with external professionals to share safeguarding information. As a result, relevant safeguarding partners were not informed of the concern. This shortfall has the potential to compromise children's safety.

Despite these shortfalls, staff have supported children to make some progress. For example, children who were previously subject to deprivation of liberty orders no longer require them. As a result, children are increasingly able to manage risks more safely, and their freedom and liberty have been appropriately restored.

The effectiveness of leaders and managers: requires improvement to be good

A new senior leadership team is in place to support the registered manager. Together, they are child focused and have some understanding of the home's strengths and areas for development. Plans are in place to improve the quality of care and support for children; however, they are not yet fully embedded in practice. In addition, frequent changes to the home's responsible individual role have led to inconsistent oversight and support for the registered manager. Consequently, the registered manager has not consistently received the guidance needed to develop the skills and confidence required for the role.

The registered manager is organised and has systems in place to support oversight of children's care. However, senior leaders do not monitor children's care effectively or maintain sufficient oversight of the home. This is beginning to improve as the senior leadership team becomes more stable.

Since the last inspection, staff have not consistently received regular, high-quality supervision. Sessions have not always taken place in a timely manner and have not consistently been reflective or supportive. Leaders and managers have recognised these shortfalls and have introduced a more structured approach. As a result, staff are beginning to feel better supported.

The registered manager is a strong advocate for children. She proactively escalates concerns when barriers prevent children from receiving the support they need. This helps to ensure that children's views, wishes and feelings are heard and responded to. Professionals report positive working relationships with the registered manager and staff and consider children to be safe and supported. They say the manager and staff have a good understanding of children's needs. This contributes to the progress that children make in some areas of their lives.

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 staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; have the skills to identify and act upon signs that a child is at risk of harm; and 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)(a)(i)(iii)(b)) In particular, the registered manager must ensure that all relevant risks are fully assessed, clearly identified and understood, so that staff are able to support children effectively in reducing these risks and keeping them safe. Furthermore, the registered manager must ensure that staff receive appropriate training and support to help them identify risks and take action to safeguard children. For example, in relation to substance misuse, staff should seek prompt medical advice to ensure that children are safe and well. In addition, all safeguarding concerns must be shared with the appropriate professionals.	4 July 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	4 July 2026

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 have the experience, qualifications and skills to meet the needs of each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1) (2)(a)(c)(f)(h)) In particular, the registered manager must ensure that staff are supported through supervision and training, equipping them with the skills required to deliver therapeutic care to children in line with the home’s statement of purpose. Furthermore, leaders and managers must carry out effective monitoring and assessment of children’s progress and the support they receive. They must implement effective systems to ensure that the care provided to children aligns with their individual needs.	
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 staff help each child to—	4 July 2026

understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding; understand and develop skills to promote the child's well-being; and 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)(a)(ii)(iv)(c)) In particular, the registered manager must ensure that staff have the appropriate training and skills to support children's specific health needs. In addition, the registered manager must ensure that children are supported to understand their health needs and the impact these may have on their lives. Furthermore, the registered manager must ensure that children have timely access to appropriate support from external agencies and partner professionals.	
An individual may only carry on a children's home if the individual satisfies the requirements in paragraph (5). The requirements are that— the individual is of integrity and good character; full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2; and the individual is mentally and physically fit to carry on the home. A responsible individual must— satisfy the requirements in paragraph (5)(a) to (c); and have the capacity, experience and skills to supervise the management of the home, or the homes, in respect of which the responsible individual is nominated. (Regulation 26 (1) (5)(a)(b)(c) (7)(a)(b)) In particular, senior leaders must ensure that there is an appropriate and consistent responsible individual in post to	4 August 2026

support the registered manager and staff in meeting children's needs and keeping them safe.	
The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience (Regulation 33 (4)(a)(b)) In particular, senior leaders must ensure that the registered manager has access to consistent supervision and professional development opportunities.	4 July 2026

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: 2672241

Provision sub-type: Children's home

Registered provider: JN Healthcare Group Limited

Registered provider address: 36 Navigation Street, Art Court Building, Walsall
WS2 9LT

Responsible individual:

Registered manager: Darci Holcroft

Inspectors

Hayley Booth, Social Care Inspector
Natasha Skinner, Regulatory Inspection Manager

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