

2672636

Registered provider: Caring Steps Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private company. It provides care for up to four children, who may experience social and emotional difficulties.

The manager registered with Ofsted in September 2024 and is suitably qualified.

Inspection dates: 25 and 26 November 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: 25 February 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/02/2025	Full	Good
20/02/2024	Full	Good
21/03/2023	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the previous inspection, there have been no new admissions to the home, and one child has successfully moved on. At the time of this visit, two children were living in the home. Both children engaged positively with the inspector and shared their views.

The child's move from the home was in line with their care plan. The manager worked closely with external professionals to ensure the transition was well planned and that the new home could meet the child's individual needs. One professional commented, 'The manager was able to give us the kind of feedback that brings a child to life; this is crucial.' The child received photos and a memory book of their time at the home, along with goodbye cards and gifts from staff and peers. This thoughtful support helped the child feel valued and contributed to a positive transition. The child is now happy and settled in their new home.

Staff make sure that children attend all routine health appointments. The organisation's in-house clinician provides staff with guidance on effective strategies to support children's emotional health and well-being. When required, staff seek specialist input, including referrals for counselling. This well-coordinated, multi-agency approach ensures that children's physical, emotional and psychological needs are met.

One child consistently attends school and has excellent attendance. Another child is on a reduced timetable. When children are not in school, staff provide home education and structured learning activities to support their progress. One education professional said, 'Staff in the home put in boundaries that really support [Name of child's] education. The manager and staff work brilliantly with the school to ensure [Name of child] receives consistent support.' This collaborative working between staff and education professionals helps children flourish in their learning, build confidence and develop a positive attitude to education.

Children are supported to spend time with their families and other people who are important to them. Staff involve children in decisions about these arrangements and actively seek their views. This approach helps children maintain meaningful connections with those who are significant in their lives.

The home is welcoming and generally well presented. However, some areas in one child's bedroom needed cleaning, and the items piled on top of the wardrobe posed a potential risk to the child. The manager immediately addressed this shortfall and gave assurances that new processes will be put in place to prevent this from happening again.

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

The manager and staff have a thorough understanding of the risks posed to children. Clear and detailed risk management plans are in place and reviewed regularly. These

plans provide staff with practical guidance and clear strategies to help keep children safe.

Staff know how to keep children safe. There are efficient missing-from-home protocols in place. Staff are prepared and understand what action they would need to take if a child went missing from the home. There have been no episodes of children going missing from the home since the last inspection. This is a testament to the positive and trusting relationships that children have developed with the staff.

Staff use a nurturing approach when children hurt themselves. They seek medical advice when needed and provide appropriate first aid. Through supportive conversations, staff help children to understand their thoughts and emotions. When necessary, children are referred to specialist health professionals, and strategies are implemented to reduce the likelihood of further incidents.

Staff manage children's behaviour effectively, using positive strategies to promote calm. Physical intervention is only used as a last resort, after all de-escalation techniques have been exhausted. The manager maintains oversight of every incident and ensures that reflective discussions take place with both staff and children. In addition, staff support children to reflect on what happened, giving them the opportunity to express their feelings and consider alternative ways of managing difficult situations.

Overall, disclosures and complaints are managed effectively. The manager takes appropriate action to ensure that children are safe and protected from harm and keeps them informed of the outcomes. However, on one occasion, there was a delay in notifying Ofsted of a serious incident, which reduced regulatory oversight.

The effectiveness of leaders and managers: good

The registered manager is inspiring and leads by example. She sets high expectations and supports staff to maintain high standards of care. She is committed to continuous development and consistently seeks opportunities to refine and improve practice. One member of staff said, 'I am continually encouraged to learn and grow within my role.'

Staff report that they enjoy working in the home and describe strong, supportive relationships within the team. They are overwhelmingly positive about the guidance and support provided by the manager. This collaborative approach promotes a positive and healthy staff culture, which benefits the care provided to children.

Staff receive regular, targeted training to ensure they have the skills and competencies needed to meet the diverse needs of the children. As a result, they are well equipped with the knowledge and expertise required to provide consistently good-quality care.

Staff receive regular supervision sessions, where reflective discussions focused on children's well-being and safety are central. The manager also prioritises staff welfare, recognising its importance in sustaining high-quality care. One member of staff said, 'It

is a great time to catch up and check that I am on track with my role and duties, this is a safe space for me.' This helps to ensure that staff are well prepared to support children effectively.

The manager holds highly reflective and innovative team meetings, creating additional learning opportunities to enhance staff practice. For example, the home's clinical lead supports staff in adopting a therapeutic approach to better understand and manage children's emotions. These meetings also include discussions on what works well and areas for improvement. This ensures continuous professional development and equips staff with the tools to provide the highest standard of care.

The manager uses effective monitoring systems to scrutinise and evaluate the children's care and the home's overall performance. The home's therapeutic framework is seamlessly embedded into all aspects of children's care and written documentation. One social worker said, one of the strengths of the home is children are supported with 'Genuine care, empathy and use of PACE (playfulness, acceptance, curiosity and empathy)'.

Partnership working with parents and external agencies is excellent. The manager and staff have developed strong relationships with all external professionals. One social worker said, 'The team work well with professionals, they are friendly, positive and look to work together in the best interests of [Name of child], and this good collaborative working, and openness with professionals allows for effective decision and timely planning.'

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, 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 registered person must notify HMCI and each other relevant person without delay if— there is any [other] incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(e)) In particular, ensure that all serious and significant incidents are reported to Ofsted within the required timescale.	30 December 2025

Recommendations

- The registered person should ensure that the home provides a nurturing environment that meets the needs of the children. This specifically relates to children's bedrooms are maintained to a high standard of cleanliness, and their bedroom furniture is kept clutter-free and arranged safely to ensure a tidy and hazard-free environment. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

Information about this inspection

The inspector has 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: 2672636

Provision sub-type: Children's home

Registered provider: Caring Steps Ltd

Registered provider address: Caring Steps Limited, 29 Waterloo Road,
Wolverhampton West Midlands WV1 4DJ

Responsible individual: Charandeep Gill

Registered manager: Laura Campbell

Inspector

Jas Nahar, Social Care Inspector

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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

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