

2672877

North Lakes Children's Service Limited

Monitoring visit

Information about this children's home

This home is owned by a private company. It is registered to provide care for four children with social and emotional difficulties.

The home was first registered in March 2022. A manager was recently appointed and an application for registration is expected.

There have been no children living in the home since July 2023.

Inspection date: 11 September 2025

This monitoring visit

The visit took place to monitor the three-month condition that was put in place in January 2025. This stated that the provider must inform Ofsted of their intention to admit children into the home at least three months before they admit children into the home.

The provider informed Ofsted in June 2025 of their intention to admit children into the home.

There is a manager in post. However, they have not submitted their application to register with Ofsted. Two staff have been recruited. The provider is currently recruiting more staff. Therefore, the home is currently not sufficiently staffed to care for children.

There are outstanding environmental matters to be addressed before children can move into the home.

The provider has not taken sufficient action to lift the three-month condition.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/06/2023	Full	Good
17/01/2023	Full	Requires improvement to be 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— staff assess whether each child is at risk of harm, taking into account information in the child's relevant plans. (Regulation 12 (1)(a)(i)) This specifically relates to the registered person ensuring that children's plans provide staff with sufficient actions to take to minimise risk for children.	31 August 2023
The registered person may only use devices for the monitoring or surveillance of children if the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children. (Regulation 24 (1)(a)). This specially relates to the blanket approach used to bedroom door alarms for children.	31 August 2023
The registered person must maintain records ("case records") for each child which include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; (Regulation 36 (1)(a)(b)) This specifically relates to children's records being accurate and language in children's records being child centred.	31 August 2023

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; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(2)(a)(h)) This specifically relates to a registered manager being in place, and use of effective monitoring and evaluation systems.	31 August 2023
The children's views, wishes and feelings standard is that children receive care from staff who— take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. (Regulation 7 (1)(c)) This specifically relates to supporting children to understand how their views have been taken into account and to giving children reasons for any decisions made about their care.	31 August 2023
After consultation with the fire and rescue authority, the registered person must— take adequate precautions against the risk of fire, including the provision of suitable fire equipment in the children's home; provide adequate means of escape from the home in the event of fire;	24 October 2025

make arrangements for persons working at the home to receive suitable training in fire prevention; and ensure, by means of fire drills and practices at suitable intervals, that persons working at the home and, so far as reasonably practicable, children are aware of the procedure to be followed in case of fire. (Regulation 25 (1)(a)(b)(c)(d)) Leaders and managers must ensure that there is further consultation with the fire and rescue authority due to the time that the home has been closed and the proposed changes to the home's environment. The provider's own annual fire risk assessment should be reviewed in response to this.	
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 the home has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b) (2)(a)(d)(e))	24 October 2025
The registered person must review the appropriateness and suitability of the location of the premises used for the purposes of the children's home at least once in each calendar year taking into account the requirement in regulation 12(2)(c) (the protection of children standard).	24 October 2025

When conducting the review, the registered person must consult, and take into account the views of, each relevant person.

(Regulation 46 (1)(2))

Leaders and managers must demonstrate that information has been sought from relevant people as part of the review and how that information has been considered.

*These requirements are subject of a compliance notice.

Recommendation

- The registered person must ensure that the use of external agency staff is positive. The registered person should ensure that any external agency staff should meet the requirements in regulation 32(4) regarding mandatory qualifications, and the registered person should consider their skills, qualifications and any induction necessary before they commence work in the home. ('Guide to the Children's Home Regulations, including the quality standards', page 54, paragraph 10.16)

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: 2672877

Provision sub-type: Children's home

Registered provider: North Lakes Children's Service Limited

Registered provider address: Malvern View, Hanbury Road, Stoke Prior,
Bromsgrove, Worcestershire B60 4AD

Responsible individual: Stacy Cooper

Registered manager: Post vacant

Inspector

Andrea Foreman, Social Care Inspector

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