

2674059

Registered provider: Oak Childcare Plus Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home registered with Ofsted in February 2023. It provides care for up to three children who have been affected by adverse childhood experiences that have led to associated trauma and complex behaviours. The home is privately owned and forms part of a small social care organisation that offers care and support.

The manager registered with Ofsted in July 2025.

Inspection date: 20 January 2026

Date of last inspection: 13 August 2025

Judgement at last inspection: Requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At these inspections, the inspector(s) evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

No serious or widespread concerns were identified in relation to the care or protection of children during this assurance inspection.

No children have moved out of the home. Two children were seen and one spoke with the inspector. All children are settled and making progress. Staff maintain strong working relationships with school professionals. Concerns are addressed promptly, and children receive appropriate support to help them focus on their education.

Staff encourage children to engage with specialist health services and provide a safe environment for them to explore their feelings. As a result, one child is engaging regularly in therapy, and all children attend their health appointments.

Staff have received training to strengthen their understanding of trauma and how to support children effectively. Incident records demonstrate improvements in staff responses. Staff now use professional curiosity and provide reassurance during moments of distress, helping children to feel safe and secure.

Leaders and managers have undertaken individual work with staff to improve the quality and accuracy of incident reports. However, staff do not consistently follow safety-plan actions. In one instance, staff agreed with paramedics to complete hourly welfare checks, but this was not carried out.

Since the last inspection, one consequence has been used. This was proportionate and clearly explained to the child, supporting their understanding and future decision-making. The same behaviour has not reoccurred. Positive rewards are used more consistently to acknowledge children's efforts and achievements. Staff continue to use praise books that celebrate children's progress. These approaches contribute positively to the children's self-esteem and sense of being valued.

Some areas of the home environment have improved. Children have been involved in decorating their bedrooms, which supports personalisation and ownership. However, some areas still require attention. Not all children's bedrooms are adequately furnished, and carpets remain in poor condition. Managers are taking steps to address this to ensure the home feels warm and welcoming.

Team meetings occur regularly but do not routinely demonstrate reflective or meaningful discussions. Staff are not yet receiving regular supervision. When supervision does take place, the manager uses these opportunities to challenge poor practice, which has improved staff understanding of children's needs and led to more effective responses.

The manager has a clear understanding of the home's strengths and areas for development. Their oversight of incidents is reflective and child-centred. Leaders and

managers have taken appropriate action to address previous shortfalls relating to punitive practice, resulting in more positive and proportionate staff responses.

There have been some improvements in monitoring and auditing systems. However, reviews are not consistently completed. This limits managerial oversight and may delay the identification and resolution of shortfalls.

The registered manager maintains strong professional relationships with external agencies, who are complimentary about the care the children receive.

Three requirements from the previous inspection have been met. Three requirements remain unmet and have been raised again.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/08/2025	Full	Requires improvement to be good
06/08/2024	Full	Good
05/09/2023	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, 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 ensure that — The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; and enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b) and (2)(c)(i)(ii)) This specifically relates to the carpets being replaced and children's bedrooms being sufficiently furnished.	27 February 2026
The registered person must ensure that — 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— use monitoring and review systems to make continuous improvements in the quality of care provided in the home.	27 February 2026

(Regulation 13 (1)(a)(b) and (2)(h)) This specifically refers to ensuring effective quality assurance and monitoring systems are in place, used regularly, and recorded.	
The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience; and have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(a)(b)(c)) This specifically relates to ensuring that staff have regular supervision reviewing their performance and practice, with appropriate challenge of poor practice where necessary.	27 February 2026

Children's home details

Unique reference number: 2674059

Provision sub-type: Children's home

Registered provider: Oak Childcare Plus Limited

Registered provider address: Suite 3, Oak House, Kingswood Business Park,
Holyhead Road, Albrighton WV7 3AU

Responsible individual: Denise Knowles

Registered manager: Zeleah Francis

Inspector

Latoya Morgan, Social Care Inspector

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