

2675297

Registered provider: Closer 2 Home Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

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

The manager is suitably experienced and has applied to register with Ofsted.

Inspection date: 4 March 2025

This monitoring visit

On 8 January 2025, a full inspection was carried out at the home. The inspector found serious and widespread shortfalls in leadership and management practice, and the home was judged as inadequate. Compliance notices were raised under Regulation 11 (the positive relationships standard) and Regulation 13 (the leadership and management standard).

The purpose of this visit was to assess the provider's adherence to the compliance notices. The inspector found that while some improvements have been made, further work is needed to address the shortfalls identified at the full inspection.

Relationships between staff have improved. Leaders and managers have supported them in understanding the importance of maintaining professional boundaries and that any discord between them has a negative impact on the children.

Nevertheless, children have not been helped to understand that they should not have been involved in the discord between staff, nor have they been reassured that staff have reflected on what happened and will ensure that it does not happen again. There are some difficulties in the relationship between a child and staff member. The reasons for this are not fully understood and addressed. This continues to affect children's experiences in the home and prevents them from building positive, respectful relationships with all staff.

The home environment has improved, and children now have essential items in their bedrooms. Permanent staff have been recruited. This has led to a reduction in the use of agency staff and will help to improve the consistency of care children receive moving forward. Safer recruitment practices have improved, which helps ensure that new staff coming to work at the home are suitable to work with children.

Staff do not yet have all the necessary skills to help and support children who are at risk of harm. This specifically relates to children's internet access and helping them understand how to stay safe online. Managers have not liaised effectively with partner agencies to reduce potential risks associated with returning mobile phones to children. Furthermore, managers did not notify the regulator of a significant incident involving a child, and a further notification was not received in a timely manner. This reduces the opportunity for external oversight.

Monitoring activity is not consistently effective to identify and address shortfalls in the quality of care provided to children. In addition, when shortfalls occur, leaders and managers do not take opportunities to reflect and learn to improve the quality of care provided to children.

The home continues to use alarms on all the children's bedroom doors. Managers have made some enquiries and understand that these alarms can be isolated to individual bedrooms. However, they have not on this to ensure that door alarms are only used when necessary to safeguard individual children.

Managers have not made links with a child who moved out of the home at short notice and was living with a family member. As a result, there have been missed opportunities to help the child understand what happened and bid farewell to people they may have wanted to say goodbye to.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/01/2025	Full	Inadequate
25/09/2023	Full	Requires improvement to be good
19/10/2022	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 with 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; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi)(vii))	22 April 2025
*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.	22 April 2025

In particular, the standard in paragraph (1) requires the registered person to— 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; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(f)(h))	
The care planning standard is that children— have a positive experience of arriving at or moving on from the home. (Regulation 14 (1)(b)) This specifically relates to the registered manager ensuring that plans are in place to adequately prepare children for moving on from the home.	22 April 2025
The registered person must ensure that— the privacy of children is appropriately protected; children can access all appropriate areas of the children's home's premises; and any limitation placed on a child's privacy or access to any area of the home's premises— is intended to safeguard each child accommodated in the home; is necessary and proportionate; is kept under review and, if necessary, revised; allows children as much freedom as is possible when balanced against the need to protect them and keep them safe. (Regulation 21 (a)(b)(c)(i)(ii)(iii)(iv)) The registered manager should review door alarms used in the home and ensure that they are necessary, proportionate and only used for the purposes of safeguarding children.	22 April 2025

The registered person must notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(e))	22 April 2025
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*These requirements are subject of a compliance notice.

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: 2675297

Provision sub-type: Children's home

Registered provider: Closer 2 Home Limited

Registered provider address: 1 Newington Close, Coventry CV6 1PQ

Responsible individual: Howard Woolfenden

Registered manager: Post vacant

Inspector

Charlotte Love, Social Care Inspector

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M1 2WD

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