

2677270

Registered provider: TJY Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is run by a private company. It is registered to provide care for up to three children who may have experienced childhood trauma that has led to unmet emotional needs that require specialist care and support.

There were three children living in the home during the inspection. No children have moved in or out of the home since the previous inspection.

The manager registered with Ofsted in May 2022.

Inspection dates: 23 and 24 September 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: 6 November 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/11/2024	Full	Good
30/08/2023	Full	Good
02/11/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

All three children were seen by the inspector and said that they enjoy living in their home. One child noted that they see the team as 'almost their family', and another advised they would rate their home as '10 out of 10'. Children enjoy spending time with staff, whether it is at home cooking or out and about being active. Staff understand and cater for children's different interests.

Staff support children to make progress. Children's experiences in the home are good; staff understand them and have positive and effective relationships that support the children's overall progress and development. Children are encouraged to share their emotions, thoughts, wishes and feelings with staff.

The team works well with external providers. Feedback from social workers is positive, noting they receive clear and regular communication from the manager and staff that helps them to understand the progress of the children. Staff support children to see their family in a safe manner, and when concerns are identified, leaders and managers act on these. Staff maintain relationships with children's families, although this has not always been successful due to external factors.

The children currently living in the home have all lived there for at least 12 months; stability and belonging are strongly promoted by the staff team. All of the children are in some form of education and/or training, and this is having a positive impact on them identifying and reaching future goals. The provider focuses on helping to support children to prepare for their futures, which has also supported their general progress and development.

Staff do not ensure that they maintain children's rooms to a high standard. This has resulted in children living in a poor-quality environment. This is being addressed by the manager.

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

Staff understand the vulnerabilities related to the children and are persistent in attempting to reduce risks. There are ongoing concerns about substance misuse for one child. The provider has been consistently challenging this and making appropriate referrals to external agencies. While this has not been effective in eradicating this concern entirely, it has helped to reduce the risk.

When children go missing, the staff respond in a proactive and effective way, contacting friends and family and actively searching the area. Staff's response to children going missing from home is effective and reduces the risk of further missing-from-home concerns.

When children demonstrate self-injurious behaviours, staff respond in a timely manner and work to support children and to reduce risk. However, assessments are not always updated to reflect a reduction of risk, therefore leaving some restrictions in place that may not be necessary.

Staff provide clear boundaries in the home. Children understand these, and this supports them in feeling safe. There are window restrictors present throughout the home. The manager is taking steps to address this and to consider the wider impact of restrictions on children.

The effectiveness of leaders and managers: good

The manager understands the children and has good oversight into the daily care provided to the children. Children are encouraged to share their views both formally and informally within the home, and these feed into decision-making about their lives. Leaders and managers are especially proactive in promoting education and training and linking this back to enhancing children's future life chances and opportunities.

The manager works to raise standards in the home and has clear expectations of staff. However, this is not always effective, which has resulted in the standards of children's bedrooms becoming unacceptable.

Staff enjoy working in the home. They feel well supported and have regular and effective supervision. Training is up to date and is relevant to the needs of the children in the home. Staff note that they feel they are provided with the resources to enhance their practice and skills.

Records are clear and well written. However, many contain professional jargon and some institutionalised language that children would struggle to understand when accessing information written about them in the future.

The manager understands the home's strengths and weaknesses, and additional oversight from the senior manager further supports this. Actions are taken to address any concerns around poor practice, although the actions taken are not always clearly recorded.

Professional relationships with external agencies are positive, and the manager is confident in advocating for the children when he feels the response from them is insufficient. Appropriate referrals are made and advice is sought from external agencies when required.

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 quality and purpose of care standard is that children receive care from staff who— provide to children living in the home the physical necessities they need in order to live there comfortably; ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child. (Regulation 6 (1)(vii)(c)(i)) In particular, the registered person must ensure that the cleanliness and quality of children's bedrooms are monitored effectively and addressed to ensure they are maintained to an appropriate standard. This includes providing appropriate storage for children's belongings.	1 October 2025

Recommendations

- The registered person should ensure that the home is a nurturing and supportive environment that complies with health and safety legislations, while maintaining a homely rather than institutional impression. The registered person should consider the impact of elements of the home, such as window restrictors, which give said institutional impression. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that records about the child are written in a way that will be helpful for the child to understand their life history and include a clear accurate reflection of their experiences without the use of professional jargon. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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: 2677270

Provision sub-type: Children's home

Registered provider: TJY Care Limited

Registered provider address: Friendship Hall, Sutton New Road, Birmingham B23 6QR

Responsible individual: Benjamin Whillock

Registered manager: Reece Downes

Inspector

Helen Cushnie, Social Care Inspector

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