

# 2678673

Registered provider: Parkwood Care Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

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

At the time of this inspection, two children were living at the home.

There manager registered with Ofsted in April 2025

### Inspection dates: 21 and 22 October 2025

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| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>good</b> |
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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 | requires improvement to be good |
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The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 1 October 2024

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 01/10/2024      | Full            | Outstanding          |
| 30/05/2023      | Full            | Good                 |
| 20/09/2022      | Full            | Good                 |

## **Inspection judgements**

### **Overall experiences and progress of children and young people: good**

Both children spoke to the inspector about their experiences of living at the home.

Since the last inspection, three children have moved into the home and three children have moved out. When staff recognise that children require a more specialised home or that their risks have escalated, they support them in moving on positively.

Staff encourage children to have relationships with people who are important to them. The children's time with their family is supported in line with their plans, and families are welcomed into the home. One parent said, 'The staff have gone above and beyond.' This enables children to maintain important relationships and increases their sense of belonging and identity.

Children's education is supported. One child attends school full time, and the other child recently completed their GCSEs but is now not in education, employment or training. Staff are supporting the child in maintaining their learning at the home until education or training can be identified to meet their needs.

Staff demonstrate resilience through challenging times and always put the children at the forefront of their practice.

Staff encourage children to attend health appointments. When required, referrals are made to specialist health services. In addition, children receive support from external therapeutic services. This support enables children to begin to understand and make sense of their lives.

The home is clean and tidy. However, an alarm is routinely used on one child's bedroom door. The manager has a clear rationale for this; however, the child's social worker had not given written consent. There was a lock on one of the external doors, and one internal door was not fire safety compliant. All these issues were swiftly addressed during the inspection.

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

The children say they can identify adults who they trust in the home. They enjoy participating in activities with the staff.

Safeguarding incidents are dealt with effectively. When there are concerns about staff practice, managers seek advice from local safeguarding professionals and work collaboratively with the children's social workers.

There have been several serious incidents during this inspection period. Police intervention is used as a last resort to manage children's behaviour. The staff team is

supported by managers to reflect on behaviour support strategies and develop new strategies to support the children.

The children's risk plans are clear and detailed. They provide information for staff on how to help children. Staff proactively address incidents and understand how to ensure children's safety.

Staff manage incidents of children being missing from the home well. They take appropriate measures, such as searching for the children and collaborating with other professionals to ensure their safe return. An independent person speaks to children following incidents to gather their views. Incidents of children going missing from the home have reduced.

Staff physically hold children to ensure the safety of them and others. Children have the opportunity to speak to an independent person following any incidents. This ensures that the manager has oversight of staff practice and can identify any opportunities for staff development.

Staff engage children in meaningful conversations about potential risks they may face. They discuss topics such as exploitation, online safety, and the risks of using electronic cigarettes.

Safer recruitment processes are implemented to ensure that only adults who are safe to work with children are employed in the home.

### **The effectiveness of leaders and managers: requires improvement to be good**

There have been changes in the leadership and management of the home since the last inspection. Until recently, there were two part-time registered managers, and a new full-time manager has been recruited but is yet to start. The responsible individual has continued to support the manager. The manager is child centred and motivated.

There has been instability in the staff team, and there was a period when agency waking night staff were required. This resulted in a lack of consistency for the children living in the home, which affected their continuity of care. Management identified this shortfall, and action has been taken to address the situation.

Staff have not received all the necessary training to meet children's needs. The home's statement of purpose does not include the additional training required for staff to meet children's specific needs. The manager has acknowledged the need for additional training on recording and reporting, and plans are in place for it to be delivered. The home's workforce development plan did not meet regulation, as it had not been updated to reflect its aims and objectives.

Staff, including the manager, benefit from regular supervision. These sessions provide opportunities for staff to reflect on their practice, well-being, and the children in their

care. All staff have access to clinical supervision provided by an external therapist; however, there are no formal records of this.

Team meetings take place regularly, providing a forum to reflect on the children's care. This improves consistency in staff practice.

A review of the suitability of the location of the home has not been carried out when new concerns have become known. This does not provide staff with up-to-date information and help them have a greater understanding of risks in the local area.

Leaders and managers do not have effective internal monitoring systems to enable them to evaluate the care children receive. There are shortfalls in professional curiosity and learning and reflection.

The manager has carried out a review of the quality of care provided. However, the review does not include feedback from professionals. This is a missed opportunity for the manager to have a complete overview of the quality of care provided.

## 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         |
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| <p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>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;</p> <p>ensure that staff work as a team where appropriate;</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>ensure that the home has sufficient staff to provide care for each child;</p> <p>ensure that the home's workforce provides continuity of care to each child;</p> <p>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;</p> <p>demonstrate that practice in the home is informed and improved by taking into account and acting on—</p> <p>feedback on the experiences of children, including complaints received; and</p> | 19 December 2025 |

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| <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(d)(e)(f)(g)(i)(h))</p> <p>Specifically, the registered person must ensure that there is a workforce development plan and that training is undertaken to meet the needs of the children.</p> <p>The registered provider must ensure that there are clear internal monitoring systems in place to make continued improvements and have robust oversight of the care provided.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                         |
| <p>The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1.</p> <p>The registered person must provide a copy of the statement of purpose to HMCI and make a copy of it available upon request to—</p> <ul style="list-style-type: none"> <li>a person who works at the home;</li> <li>a child, or a child for whom accommodation in the home is being considered;</li> <li>a parent of a child, or a parent of a child for whom accommodation in the home is being considered;</li> <li>a child's placing authority; and</li> </ul> <p>in the case of a qualifying school, the Secretary of State.</p> <p>The registered person must—</p> <ul style="list-style-type: none"> <li>keep the statement of purpose under review and, where appropriate, revise it; and</li> <li>notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision.</li> </ul> <p>If a home has a website, the registered person must ensure that a copy of the statement of purpose is published on that website unless the registered person considers that such publication would prejudice the welfare of children in the home.</p> | <p>19 December 2025</p> |

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| <p>Subject to paragraph (6), the registered person must ensure that the home is at all times conducted in a manner which is consistent with its statement of purpose.<br/>(Regulation 16 (1) (2)(a)(b)(c)(d)(e) (3)(a)(b) (4))</p> <p>Specifically, the registered person must ensure that the statement of purpose is up to date and reflects children's needs.</p>                                                                                                                                                                                                                                                                                                                                |                  |
| <p>The registered person may only use devices for the monitoring or surveillance of children if—</p> <p>the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children;</p> <p>the child's placing authority consents in writing to the monitoring or surveillance;</p> <p>so far as reasonably practicable in the light of the child's age and understanding, the child is informed in advance of the intention to do the monitoring or surveillance; and</p> <p>the monitoring or surveillance is no more intrusive than necessary, having regard to the child's need for privacy.<br/>(Regulation 24 (1)(a)(b)(c)(d))</p> | 19 December 2025 |
| <p>The registered person must ensure that—</p> <p>the privacy of children is appropriately protected;</p> <p>children can access all appropriate areas of the children's home's premises; and</p> <p>any limitation placed on a child's privacy or access to any area of the home's premises—</p> <p>is intended to safeguard each child accommodated in the home;</p> <p>is necessary and proportionate;</p> <p>is kept under review and, if necessary, revised; and</p> <p>allows children as much freedom as is possible when balanced against the need to protect them and keep them safe.<br/>(Regulation 21 (a)(b)(c)(i)(ii)(iii)(iv))</p>                                                    | 19 December 2025 |

## **Recommendations**

- The registered person should ensure that the quality of care review considers the opinions of staff. ('Guide to Children Homes Regulations, including the quality standards', page 65, paragraph 15.2)
- The registered person should ensure that a review of the appropriateness and suitability of the location of the premises is carried out at least once a year or sooner if any new concerns arise. The review should include the identification of any risks and opportunities presented by the home's location and strategies for managing these. ('Guide to the Children's Homes Regulations, including the quality standards', page 64, paragraph 15.1)

## **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:** 2678673

**Provision sub-type:** Children's home

**Registered provider:** Parkwood Care Limited

**Registered provider address:** Suite 5, Level 4, Arrive, Tomorrow Building, Media City, Salford, Greater Manchester M50 2AB

**Responsible individual:** Rebecca Harrison

**Registered manager:** Lorelle Lowe

## Inspector

Michelle Snape, Social Care Inspector

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