

2680787

Registered provider: Arboretum House Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is part of a small private organisation. It provides care for up to three children who experience social and emotional difficulties.

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

There is a qualified and experienced manager in post, who registered with Ofsted in December 2022. He also manages another setting.

Inspection dates: 2 and 3 July 2025

Overall experiences and progress of children and young people, taking into account	Good
---	-------------

How well children and young people are helped and protected	Good
---	------

The effectiveness of leaders and managers	Good
---	------

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 30 April 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/04/2024	Full	Good
04/07/2023	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Both children said staff listen to them, they feel safe, and they like living in the home. Their bedrooms are personalised, and the home is decorated and furnished well. This contributes to a homely, welcoming feel.

Since the last inspection, two children have moved into the home and two have moved out. One child moved out due to increasing missing-from-home episodes and emerging needs that staff could no longer meet. Another child, who had lived at the home for nearly two years, moved earlier than planned following changes to their personal circumstances and concerns for their safety. Both moves were well planned and managed sensitively, ensuring positive transitions.

Children benefit from trusting, nurturing relationships with staff, which supports their emotional well-being. Staff help children to feel valued and enrich their lives through meaningful celebrations and activities. For example, children have enjoyed holidays with staff during school breaks, and one child has learned to swim. A child who has moved on has been warmly welcomed back to the home to celebrate special events, including a birthday and baby shower. Additionally, children spend time with people who are important to them. This enhances their social skills and fosters strong peer connections.

Children's health needs are well understood and promoted by staff. When a child's health needs changed, staff acted quickly and worked with professionals to ensure that they received the necessary care and support. An external therapist provides additional help to children and staff, enhancing understanding of individual needs. Children are in good health and developing independence in managing hygiene and physical health.

Education is variable for children. While one child has excellent attendance and is making good progress, other children have faced barriers to learning. Leaders work closely with education professionals through a multi-agency approach to support children's individual educational needs. Staff actively support educational activities and help children pursue jobs and courses aligned with their interests. For example, a newly welcomed child has plans for online tutoring, tailored to achieving formal qualifications.

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

Internet safety measures are in place, including monitoring systems that help protect children online. Staff proactively encourage children to reduce screen time. As a result, one child now regularly participates in community-based activities, and there is a reduction in behavioural incidents.

Since the last inspection, staff have responded with professionalism and care to a rise in incidents involving children going missing from home, substance misuse and self-harm.

Staff are aware of the risks children face, and they have generally managed incidents well to ensure children's safety.

When children harm themselves, staff act swiftly and provide reassurance. These incidents are well managed, and staff seek external support to help manage children's emotional well-being. Reflective discussions are held with the staff and children involved to support recovery and improve practice.

Children know how to make complaints. When complaints and allegations are made, they are taken seriously and investigated promptly. Outcomes of complaints are shared with children. However, children are not always helped to understand the outcomes of allegations made against staff. This does not allow children to understand what actions have been taken after raising a concern.

Risk management plans are in place and provide some guidance for staff. However, for one child in particular, the management of independent time in the community lacks clear direction. This has resulted in staff using inconsistent approaches to managing a child's time in the community. On one occasion, staff lost sight of a child under their supervision.

The effectiveness of leaders and managers: good

The leadership and management have strengthened since the last inspection. The manager is supported by an experienced and qualified deputy manager. Since the last inspection, the manager has reviewed the home's policies.

Professionals speak positively about the home. One social worker noted immediate improvements in a child's well-being. Another professional praised the staff's strong communication, child-centred approach, and celebration of progress with the children.

Staff now receive regular supervision, which they consider supportive. The manager addresses any shortfalls in practice and encourages reflective learning to promote continuous improvement. The manager participates in regular supervision, contributing to stronger leadership.

There have been some changes to the staffing. Some staff have left to work in the newly opened home managed by the same manager. Staff continue to maintain positive connections with children by visiting and participating in joint celebrations. These efforts support continuity of care and offer children a sense of stability and familiarity.

Staff access a range of training, including specialist input from external professionals with expertise in therapeutic approaches. While this enhances staff's understanding in some areas, training on substance misuse has not been undertaken, despite risks identified among some children at certain times. This gap may limit staff's confidence and competence in supporting children affected by such issues.

The independent person visits the home monthly and submits reports to Ofsted in a timely manner. However, the manager does not consistently support the process of gathering feedback from children and other stakeholders. This limits opportunities to inform ongoing improvement and ensure that all voices are meaningfully considered in evaluating the quality of care.

The effectiveness of monitoring is mixed. On some occasions, managers have carried out learning reviews to improve practices identified after reviewing incidents. On other occasions, leaders and managers have missed opportunities to identify learning. For example, on one occasion, the manager did not demonstrate sufficient professional curiosity when reviewing an incident where a child went missing. On another occasion, leaders and managers failed to consider how a child obtained an item they used to hurt themselves. A new system has been introduced to further support oversight, but it is not yet fully embedded into practice.

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 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— ensure that staff have the experience, qualifications and skills to meet the needs of each child; demonstrate that practice in the home is informed and improved by taking into account and acting on— feedback on the experiences of children, including complaints received use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(c)(g)(ii)(h)) This requirement was raised at the last inspection and is restated. In particular, the registered person must help children understand the outcomes of allegations and ensure that staff receive training to enable them to respond effectively, keep children safe, and reduce risks. In addition, managers and staff must be professionally curious and use effective monitoring systems to improve practices that help and protect children. The manager should ensure continual efforts are made to seek feedback from stakeholders and children during monthly independent visits.	24 August 2025

Recommendation

- The registered person should continually and actively assess the risks to each child and the arrangements in place to protect them. Plans must include details of the steps the home will take to manage any assessed risks on a day-to-day basis. This specifically relates to children who pose a risk of going missing and self-harming. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.5)

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: 2680787

Provision sub-type: Children's home

Registered provider: Arboretum House Limited

Registered provider address: Bluebird Care Walsall, 28a Willows Road, Walsall, West Midlands WS1 2DR

Responsible individual: Amardeep Heer

Registered manager: Kerry Green

Inspector

Joanne Humphreys, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2025