

2682789

Registered provider: Fresh Start Care Group Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home provides care for up to three children who experience social and/or emotional difficulties. At the time of the inspection, three children were living at the home.

The manager registered with Ofsted on 10 April 2024.

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: 14 January 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/01/2025	Full	Good
27/02/2024	Full	Outstanding
15/03/2023	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Two children were spoken to during the inspection, and both said they like living at the home, they feel safe, and they are supported by staff.

All children have good school attendance and enjoy engaging in education. One professional said that staff advocated for a child's return to mainstream school, and that they supported them with this process. Another professional said that the child is more settled, confident and 'able to manage school life with the consistent support and routines at home that have clearly made a big difference.'

Staff support children to engage in regular activities. Children go on a range of trips, such as visiting London and Blackpool, and attending festivals. Children participate in community clubs, including rugby and fishing, and staff accompany children to attend the gym. Staff help children maintain family relationships and enjoy quality time with people who are important to them. One professional said that staff respect children's friendships and ensure that children spend time with them.

All children have structured daily routines and staff have implemented consistent boundaries and expectations. Staff support younger children with effective bedtime routines, so they enjoy bath and story time and can settle for bed.

Staff engage children in regular conversations about their lives. They cover a range of topics with children, including how to keep safe online, positive behaviour, and concerns surrounding vaping. This helps children's understanding and so they have the knowledge to make informed decisions.

When children move into the home, staff ensure that they are prepared for the move. Children visit for tea, and to see their new home and staff include parents in these plans. When children move on from the home, the registered manager ensures that there is a smooth transition. Robust planning helps children prepare and feel comfortable. Staff plan positive endings and maintain contact with children after the move.

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

A high number of missing episodes have occurred, and, on one occasion, all children went missing together during the night, but staff were not aware. The registered manager said that staff have learned from this experience and that she has implemented safety measures to reduce further risk. However, as the incident was very recent, it is unknown if these measures are successful.

Behaviour incidents increased in frequency over the summer holidays, but staff worked hard to support children and reduce the impact on others in the home. It was a

particularly challenging time but the return to school has significantly improved the situation and children appear more settled.

Previously, there were concerns surrounding restraint and how staff managed and recorded incidents. However, the registered manager has taken learning from this and implemented a robust and efficient system, so she can monitor and have oversight of incidents. The level and frequency of incidents requiring restraint have reduced.

Staff have a thorough understanding of children's needs and risks, and they know how to manage these. Plans are comprehensive and contain effective strategies, so staff are fully informed and know how to respond.

Leaders and managers take effective action to address concerns against staff. They follow their safeguarding protocol and seek advice from external professionals to ensure that they complete robust and thorough internal investigations.

There have been minor medication recording errors in the home. However, managers have taken robust action to ensure that there is an efficient system in place, so they can track and monitor use. They complete regular audits, so there is effective oversight, and to ensure they are confident that all medication is managed safely.

The effectiveness of leaders and managers: good

The registered manager is committed to supporting staff to provide effective care to children in the home. The manager has reflected and learned from some of the recent incidents in the home, improving practice standards so that children have positive experiences. The registered manager provides excellent support to staff to help them develop their expertise and knowledge, which has built their confidence and improved practice in the home.

Staff said they enjoy working at the home and spending time with children, and they each give examples of the progress that children have made. This is because of the positive and trusting relationships that staff have built with children and the environment they have created, so children feel supported and safe.

Over recent months, a number of staff have left working at the home, which caused a period of instability for children. However, there is now a stable team and the use of familiar bank and agency staff, which provides consistency for children.

Staff complete a range of training, so they feel equipped for the demands of their role. However, the registered manager and a senior member of staff are out of date with a significant amount of their training, including safeguarding. All staff have relevant qualifications or are working towards obtaining them. Staff receive regular supervision and engage with clinical sessions, so they can seek advice and guidance to improve their practice and effectively meet children's needs.

Professionals and family members have mixed views of the home. They said that communication is sometimes poor, as it is inconsistent and there is occasionally a delay in staff sharing information with them.

Robust monitoring and review systems are in place. Leaders and managers complete regular audits, so they can evaluate the quality of care for children. Furthermore, leaders have built positive relationships with staff and children through visiting the home frequently, and they have a strong presence in the home.

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 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; manage relationships between children to prevent them from harming each other; 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; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm; that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(b)(e))	1 October 2025

In particular, the registered person should ensure that there are robust safety measures in place to prevent further incidents of children going missing without staff knowledge. This is particularly important during the night. Also, the registered person must ensure that staff are aware of the protective measures in place and understand how to manage these so they can ensure that children are safe, particularly when they are covering evening and night shifts.	
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— 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; ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(a)(b) (2)(a)(c)) In particular, the registered person must ensure that all staff complete mandatory training in preparation for supporting children and so that staff have the skills to meet children's needs. The registered manager must also ensure that she has completed her own training so she is up to date, specifically her safeguarding training. Furthermore, this must be at the required level for a designated safeguarding lead, which is a role the registered manager has in the home, according to the Statement of Purpose.	1 November 2025

Recommendations

- The registered person should ensure that staff work in partnership with relevant people as appropriate to ensure that each child is provided with support and so that everyone involved can participate in all aspects of the child's care planning and daily care. In particular, the registered person should ensure that all staff communicate regularly with all relevant professionals and family members where appropriate.

(‘Guide to the Children’s Homes Regulations, including the quality standards’, page 22, paragraph 4.6)

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: 2682789

Provision sub-type: Children's home

Registered provider: Fresh Start Care Group Ltd

Registered provider address: Regus, Community House, Stourport Road,
Kidderminster DY11 7QE

Responsible individual: Christopher Whitworth

Registered manager: Laura Jones

Inspector

Emma Fryer, Social Care Inspector

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