

2688690

Registered provider: Orchard Children Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately run and provides care for up to 4 children who may experience social and emotional difficulties.

The manager registered with Ofsted in December 2024.

At the time of the inspection, 2 children were living at the home. Both children declined to speak with the inspector.

Inspection dates: 3 and 4 February 2026

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: 9 July 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/07/2024	Full	Good
26/04/2023	Full	Requires improvement to be good
09/01/2023	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Children make good progress because staff provide consistent, child-centred care that meets their individual needs. Staff know the children well and use bespoke plans that reflect children's personalities and strengths. Staff know which areas of support each child needs.

Children have good relationships with staff and feel listened to and supported. They are given regular opportunities to share their views and are involved in decisions about their care, including personalising their bedrooms, choosing foods for meals and planning activities.

Children have access to a wide range of meaningful activities, including gymnastics, swimming and youth club. One child enjoyed a holiday of their choice to a theme park, supported by staff, creating positive shared memories. Activity records are of good quality and include photos, children's views and management oversight.

There is a strong and positive focus on children's identity needs. Staff support children to express themselves and be comfortable with who they are. Parents noted that one child has become more creative since moving into the home.

Children's health needs are met well. They attend routine health appointments, with one child engaging in play therapy and another supported by Children and Adolescent Mental Health Services. Feedback from the play therapist highlights the child's positive presentation and the excellent communication and respectful encouragement of the workforce.

One child who moved on from the home due to turning 18 experienced a well-planned transition, including opportunities to say goodbye to staff and a memory book of their time at the home.

All children have education placements. One child has completed GCSEs and progressed to college. Another child attends a specialist school with a bespoke timetable to address barriers to learning. One child has a diagnosis of autism. The registered manager requested an education, health and care plan assessment in April 2025; however, this has not yet been completed. There has been no escalation or complaint on the child's behalf.

The home environment is spacious, well decorated and welcoming, with several communal areas and a large garden. However, one child keeps pets in their bedroom, which were overdue cleaning and produced a strong odour. There is no clear plan to ensure hygiene is maintained.

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

Staff have appropriate safeguarding training and demonstrate a strong understanding of their responsibilities. Two social workers confirmed they are confident in staff responses to safeguarding incidents and their ability to keep children safe.

Children are supported by a staff team, who know them well and understand their individual risks and vulnerabilities. Safety plans and behaviour support plans are detailed, bespoke and consistently implemented.

Children feel able to talk openly with staff, when they are worried or upset. Inspectors observed warm, respectful interactions between staff and children, which support trusting relationships. Staff remain curious and non-judgemental, when children experience difficulties, enabling children to seek support and share concerns.

There have been a high number of missing-from-home episodes that are managed well. Staff follow procedures appropriately, carry out welfare checks, notify relevant professionals and welcome children back sensitively. Key-work sessions are completed following incidents to explore triggers and reduce reoccurrence. One social worker reported a reduction in missing-from-home episodes and praised communication and support from staff.

Self-injurious incidents are managed appropriately. Staff seek medical attention, when required and work closely with mental health professionals. Staff explore triggers thoughtfully and support children using creative and therapeutic strategies, such as comfort objects and sensory tools.

There have been some physical interventions. They are proportionate and necessary. However, on one occasion, a body map was not completed, and a bruise was not identified by staff. Although a subsequent referral to the local authority designated officer did not meet the threshold, an internal lessons-learnt process was completed and no further concerns have arisen.

The effectiveness of leaders and managers: good

The registered manager has been in post for over a year and holds a level 4 qualification, with a level 5 qualification due for completion imminently. She is well supported by an experienced, responsible individual and mentor.

The manager has worked effectively to embed a positive, therapeutic culture, addressing a previous negative culture. Feedback from a consulting psychologist highlights significant progress in relational, trauma-informed and attachment-focused practice. Staff demonstrate increased confidence and reflective approaches.

Staff training is of good quality, with a balance of face-to-face and online learning. Staff are either qualified to a level 3 or working towards this within agreed timescales, with one agreed extension due to exceptional circumstances.

There is minimal use of agency staff. When agency staff are used, the same individuals are used to promote consistency for children. Staff report feeling well supported, valued and part of a cohesive team. Feedback consistently highlights strong leadership, open communication and a shared commitment to children's wellbeing.

Monthly independent reports are of good quality, including a good range of feedback from children, parents and professionals. The reports include appropriate actions and support continuous improvement.

Supervision is generally regular and of good quality. However, one staff member has missed supervision on 4 occasions, which could limit professional development.

The manager reports significant incidents to Ofsted. The incidents are generally notified timely; however, on 2 occasions notifications were delayed, due to the on-call manager not submitting the notification. Sometimes, notifications lack sufficient detail.

The 6-monthly care review reports are generally good quality. The manager regularly consults children, parents and professionals. However, feedback has not been incorporated into the 6-monthly care review. Additionally, reports do not report on the progression of the previous actions so progress is difficult to track.

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 education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to achieve the child's education and training targets, as recorded in the child's relevant plans; (Regulation 8 (1)(2)(a)(i)) In particular, the manager must ensure that children have appropriate education assessments and plans. Whenever this is not achieved, the manager must escalate concerns appropriately and advocate on behalf of children.	05 May 2026
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— provide to children living in the home the physical necessities they need in order to live there comfortably;	05 March 2026

(Regulation 6 (1)(a)(b) (2)(b)(vii))

In particular, the manager must ensure that clear plans are in place to maintain hygiene and animal welfare, where children keep pets in their bedrooms.

Recommendations

- The registered person should ensure all staff receive regular supervision. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.2)
- The registered person should ensure regulation 40 notifications are submitted promptly and include all relevant information. ('Guide to the Children's Homes Regulations, including the quality standards', page 63, paragraph 14.3)
- The registered person should ensure children's views, stakeholder feedback and previous actions are reviewed in 6-monthly reports. ('Guide to the Children's Homes Regulations, including the quality standards', page 65, paragraph 15.4)

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: 2688690

Provision sub-type: Children's home

Registered provider: Orchard Children Homes Limited

Registered provider address: Orchard Children Homes Ltd, 2nd Floor, 118 Calais Road, Burton-on-Trent DE13 0UW

Responsible individual: Keren Iqbal

Registered manager: Kayleigh Thorne

Inspector

Amy Miles, social care inspector

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