

2688701

Registered provider: Acorn Norfolk Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home provides care for up to six children with learning disabilities. It is operated by a national provider.

The manager registered with Ofsted in November 2024.

The home is in the grounds of a special school and other children's homes that are all operated by the same national provider. The school is independently registered.

The inspector only inspected the social care provision.

Inspection dates: 26 to 27 February 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: 5 July 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/07/2023	Full	Good
20/09/2022	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

There were three children living at the home at the time of the inspection. Four children have moved on in a planned way since the last inspection. All three children were seen during the inspection.

Children's moves to and from the home are well planned. Important key-worker sessions help children think about moving and gain their wishes and feelings.

Children's bedrooms are highly personalised. The two children who recently moved in have been fully involved in choosing the decoration and style of their bedrooms. The decoration has been carried out to a high standard. The children have lots of space and separate areas they can use for gaming or art and craft. This extra space helps children to have more ownership at the home.

There are plenty of puzzles, toys and games around the home for children to use. It is clear from these resources that staff support children's hobbies and interests. Some areas have been newly decorated, and this has modernised the home. However, there are worn carpets that need to be replaced.

Children attend the on-site school. They are engaging very well, and their attendance is good. One child has made significant progress in education. This child initially received short lessons in the home and gradually has built up to attending school every day and participating well. This child has been able to build skills, such as learning how to queue at lunchtime, making choices for food in the canteen and managing a busy environment. These skills will benefit them in the future and are significant areas of progress.

Staff understand how important family visits are for children, and these are supported and organised. There is a house in the grounds that families can use to stay in when they are visiting their children. Children are supported to go on holidays with their families. One child recently had his first overnight at his family home for a significant amount of time. This meant a lot to his family. They gave very positive feedback on how well their child is doing and the progress they have made.

Children have the opportunity to talk to an advocate, who visits on a regular basis. One child recently worked with their advocate to help them express their wishes around their health and how it is managed. Children have the opportunity to take part in regular key-worker sessions and house meetings. Staff support children to express their wishes and feelings and help them build skills that will prepare them for adulthood.

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

Children receive a high level of support from staff. This helps staff to build positive relationships with children. The children trust the staff.

Behavioural incidents are decreasing. Staff have used physical intervention on occasion, and this has been reasonable and proportionate. The need for this is becoming less frequent. This is because the staff know children well and use successful distraction techniques.

Children do not routinely go missing from the home. There has been one occasion where this happened, it was dealt with promptly and the child returned within a few minutes.

Staff support children's friendships. Children value this. Staff organise time for children to take part in activities and gaming together. For one child, this is having a positive impact on their behaviour. Staff can see that they are happier and more content after spending time with their friend.

Children are helped to express their emotions and to learn about how things make them feel. Children can tell staff if they are feeling angry or upset, and staff are able to support them in the moment. This is also leading to less incidents in the home.

One child has specialist food to help with a health condition. Managers and staff have liaised with health professionals, and the plan for this has recently been updated. However, it is unclear how this is being monitored accurately, because the child's care plans do not provide clear guidance for staff. This could be detrimental to the child's health.

The effectiveness of leaders and managers: good

The home is managed by a suitably qualified manager. He is open to learning and dedicated to his role. He works alongside a deputy manager, and, together, they make a good team.

The home has been through a period of change recently. These changes have been well managed by the manager. Parents, staff and social workers have reflected on the positive impact the manager has made. Staff feel that the team is in a good place and its members are positive about their roles.

Staff say that the manager is supportive and approachable. Training is up to date, and most staff receive regular supervision sessions. It is not clear that agency staff or part-time staff receive supervision within the home's promised time frames.

Staff and managers are proud of the care and support they offer children. This improves children's experiences.

Staff work collaboratively to provide consistency and stability to children. There is a sense of shared ownership in the team. The manager has delegated tasks to staff members based on their strengths. This has enabled staff to take more responsibility at the home.

The deputy manager has created a graph system that allows leaders and managers to look at children's behaviours and to track any patterns. This is helping them better understand children's behaviours. This enables children's progress to be tracked overtime. These graphs clearly illustrate the positive progress children are making.

The manager has completed the manager's review of care. However, the children's views were not included.

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 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. (Regulation 12 (1)(2)(b)) In particular, the registered person should ensure that monitoring forms for health conditions are fully completed, and children's plans include clear guidance for managing health conditions.	10 March 2025

Recommendations

- The registered person should ensure that children's homes are nurturing and supportive environments that meet the needs of children, they will, in most cases, be homely, domestic environments. In particular, replace the carpet on the staircases and the lounge. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that agency and part-time staff receive supervision at appropriate intervals. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.3)
- The registered person should include views of children in their regulation 45 report. (Guide to the Children's Homes Regulations, including the quality standards', page 64, paragraph 15.2)

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: 2688701

Provision sub-type: Children's home

Registered provider: Acorn Norfolk Limited

Registered provider address: Atria, Spa Road, Bolton BL1 4AG

Responsible individual: Jaya Wright

Registered manager: Karl Walker

Inspector

Mary Costello, 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