

2696711

Registered provider: Central and Southern Homes Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home may provide care to one child who has social or emotional difficulties. There was one child living in the home at the time of this inspection.

There is a registered manager in post.

Inspection dates: 1 and 2 September 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: 17 September 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/09/2024	Full	Good
15/01/2024	Full	Good
23/11/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The inspector spoke with the child who currently lives in the home. They told them about a recent visit to a theme park, where they enjoyed going on all the rides, even ones that go upside down. The child enjoys the food they eat in their home; macaroni and cheese is their favourite.

The child in this home is loved by the staff who care for them. Staff have committed to providing them with stability and this has resulted in the child building trusting and secure relationships. Staff have invested time in getting to know the child. The child has made progress.

The staff are supportive of the child making educational progress in line with their starting point. Having entered the home without any education in place, staff have supported the child to work with a tutor. This is now being built on, with aspirations for the child to complete functional skills.

The staff know the child well and support them to engage in activities inside and outside of the home to build social skills, understand how to communicate with others and maintain relationships. Staff have provided the child with a wide range of activities, including a holiday, trips to the beach, zoos, gardens, adventure parks and escape rooms and going banger racing.

Staff are key in helping the child to develop personal self-care skills and have appropriately identified where the child may need additional support. The child has access to local health services should they need them.

Staff provide consistent care to the child. They approach the child's care in line with the home's model of care, and the child has benefitted from this. The child has been supported to develop skills to manage big feelings. All staff treat the child with dignity and respect. Staff approach the child's behaviour with curiosity in a non-judgmental way. Staff know that the child needs to build a positive self-view and a positive view of others. They are completing work with the child to help overcome previous experiences in childhood.

The child spends time with their family. This has been carefully assessed with the placing authority and is supervised by the staff at the home. The staff have worked positively with the child's parents to promote meaningful and safe family time in the community.

One child has moved out of the home since the last inspection and one child has moved in. The plan for the child to move in was at a pace which considered the needs of the child. The manager ensured that she gathered as much information as possible prior to

the child moving in and also included the whole staff team in the transition for the child. The child who left the home experienced a positive ending that was planned.

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

There is a proactive response from all those working with the child to reduce the risk of harm. The response includes consistent communication and planning with the child's social worker. The risks and vulnerabilities to the child are known and well understood by the staff. There are up-to-date risk assessments to address these known vulnerabilities, and staff know what they need to do to reduce harm.

The child can speak to the adults in the home about any matters of concern. These concerns or difficult feelings are taken seriously by staff, and they seek to understand the child so they can help them.

There has been one incident of a child going missing from the home. There is a well-coordinated response to reduce the risk of harm to the child while they are missing. There is a plan in place that is followed. Staff look for the child when they are missing. The plans are adapted to address risks. The child was spoken with by their placing authority and the home to learn and understand their motivations for going missing and to prevent them happening in the future.

Staff have received specialised support to understand and manage specific behaviour. Staff therefore respond to the child with appropriate boundaries, are clear about what is safe and acceptable and seek to understand what the trigger behind this behaviour is. The approach is non-blaming it is open and curious.

Restraint has been used in the home. The single incident was recorded clearly and was reviewed by managers. The child's views were sought after the incident. There was reparative work carried out with the staff involved to maintain relationships.

There are physical restraints in the home in the form of window restrictions and door alarms on external doors. These are turned on and used only at night. The child has been spoken with about them. Their views on them have been recorded and permission from the placing authority was sought. The least-restrictive measures possible have been implemented at each level of intervention needed. The restrictions have been in place for a short time; the manager has a plan to review them and to include the child in the reviews.

Staff have spent time understanding what risks and vulnerabilities present for the child in their care. They are acutely aware that they need to ensure steady and purposeful intervention strategies that do not overwhelm the child. They have developed strategies to help the child learn how to keep themselves and others safe. They are delivering this work in line with the child's abilities and needs.

The effectiveness of leaders and managers: good

The home is managed by a qualified registered manager. The manager has a recording system which prompts management oversight across the home. Her oversight has been seen on daily records, chats with the child and safeguarding incidents and she is able to speak at length about what is happening in her home.

Although the internal monitoring systems enhance staff practice and care, the independent visitor conducts their monthly visits on the same day as those on the other two homes on site, managed by the manager. This has led to short visits and reports that lack detail and analysis.

The manager has consistently identified areas of need for the child and has been proactive in securing the right external interventions to meet the child's needs and increase staff's practice knowledge. This has improved the experience of the child in the home.

The manager has developed a way to monitor progress for the child in their home. They have demonstrated that they have made a positive impact on the child's life and that the child has made progress from their starting point. The manager has modelled proactive and positive working with other agencies and professionals. They have built effective working relationships to secure good outcomes for the child.

Staff are motivated to do their job and work consistently to provide stability for the child in the home. They all aspire for the child in their care. Staff say that they are well led and managed and that they feel supported and safe to discuss anything with management. Managers have ensured that staff have been provided with additional support to address the impact of their role on their personal well-being.

There is regular supervision in place, the focus of which is on staff well-being, children's experiences and individual staff development. There are team meetings, which focus on safeguarding, enhancing practice, the day-to-day running of the home and the child's needs.

Training for staff is effective. The training ensures that staff can meet the needs that are specific to the child in their care. The manager has ensured that the staff are up to date and have ongoing training that aligns to the needs of the child and staff's specialist area of practice. The manager has started to consider how research can impact positively on practice. This is in its infancy and is yet to be embedded or to have the outcomes of its use measured.

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 registered person must ensure that an independent person visits the children's home at least once each month. When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires; and to inspect the premises of the home and such of the home's records (except for a child's case records, unless the child and the child's placing authority consent) as the independent person requires. A visit by the independent person to the home may be unannounced. The independent person must produce a report about a visit ("the independent person's report") which sets out, in particular, the independent person's opinion as to whether— children are effectively safeguarded; and the conduct of the home promotes children's well-being. (Regulation 44 (1) (2)(a)(b) (3) (4)(a)(b)) In particular, the registered person must ensure they commission an independent person who spends adequate time in the home to provide a robust, analytical and detailed report to the regulator.	4 November 2025

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: 2696711

Provision sub-type: Children's home

Registered provider: Central and Southern Homes Ltd

Registered provider address: Pitmaston House, Malvern Road, Worcester WR2 4LL

Responsible individual:

Registered manager: Charlie Retallick

Inspector

Hannah Spencer-Townesend, 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