

2697861

Registered provider: Headway Adolescent Resources Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately operated and provides care for up to 3 children who experience social and emotional difficulties. At the time of this inspection, 3 children were living in the home. There is a separate annex that is located adjacent to the home. One of the three children lives in the annex.

The manager registered with Ofsted in October 2025.

Inspection dates: 28 and 29 January 2026

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: 25 February 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/02/2025	Full	Good
26/03/2024	Full	Good
07/02/2023	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Two children were spoken to and both talked positively about the home. One child said they 'love' it, enjoy time with staff, and get all the help that they need.

Children are making progress in the home. With staff support, they are learning independence skills, developing positive relationships, building confidence, and have improved self-esteem. One family member said, staff 'do a fantastic job and are very supportive.' A professional said that one child has 'developed greater confidence, is more willing to try new experiences, and has benefitted from predictable, nurturing routines.'

Children attend school fulltime. When they are not at school, staff support them to complete online learning tasks. An older child who previously volunteered in the community and worked during the summer, is actively seeking employment with the help of staff.

Staff interactions with children are warm and caring. They have built strong relationships with children. This means children enjoy spending time with staff and feel relaxed and comfortable in their presence. Children benefit from staff support to have a clear structure to their day.

Children participate in a range of activities, such as horse-riding, organised running groups and playing pool. One child said that they attend a weekly club and enjoy going for dog walks with staff. Each month, children go out for a meal with staff and choose a takeaway. They also enjoy having friends over for sleepovers and are encouraged to spend time with family and people that are important to them.

Staff support children to meet their health and well-being needs. They are registered with local universal services and attend all appointments. Staff seek additional resources for children and support them to engage with external professionals.

Children are prepared well for moves into the home. The registered manager meets with them beforehand and offers the opportunity to visit the home, which helps alleviate any anxiety, so children feel comfortable and welcome before the move. One professional said that staff invested time in building an early rapport with a child before they moved in 'by offering reassurance and clearly explaining expectations.'

Staff support children to learn independence skills. An older child who is moving on from the home, has learnt a range of practical skills in preparation for their transition to adulthood. They have benefitted from living semi-independently at the home, which has supported them to develop and enhance practical and social skills, so they feel prepared for moving on.

The home is well-presented, welcoming, and cosy for children. There are a range of soft furnishings and children's bedrooms are personalised. However, one child's bedroom is very cluttered and untidy, which detracts from the homely feel.

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

Staff have a thorough understanding of children's needs and risks, and they know how to manage these. Plans contain effective strategies, so staff know how to respond, and demonstrate that there is robust planning for children.

Restraint has not been used in the home for over two years. Missing incidents are rare, but when children do go missing from the home, staff respond swiftly and follow missing procedures. Safeguarding incidents are well-managed, and staff support children to understand risks, so they know how to keep safe.

Staff teach children about different topics such as online risks and how to keep themselves safe, and about the health consequences of vaping. Children use devices with internet access. To support safety there are filtering systems in place and staff complete device checks. The registered manager developed a stepped approach to support one child with safe and appropriate internet and phone use. Small steps help the child demonstrate their learning. These include regular conversations to ensure the child feels safe and using devices appropriately.

Children spend time with independent professionals, so they can share their views, wishes and feelings outside of the home. One child said that they receive support every month and find it beneficial. There have been no concerns raised about staff practice and no complaints made by children.

The effectiveness of leaders and managers: good

The registered manager is an excellent advocate for children and challenges other professionals in children's best interests. She is committed to staff development and ensuring that children live in a stable and secure environment. Her focus is developing the team so they can support children to achieve good outcomes.

Staff said they like working at the home and that the manager is approachable and supportive. They said that they feel equipped for their role and meeting children's needs. Staff said that they work closely to ensure that they instil consistent boundaries, so children feel safe and supported. This helps children feel a sense of belonging.

After a period of instability, the home is settled and now has a full staff team. The previous manager left but, the deputy manager is now the registered manager. Familiar agency staff occasionally work in the home, but they are known to children. This provides consistency and stability for children. Leaders and managers ensure that all staff working with children are safe. Recruitment checks are thorough and in line with safer recruitment guidance.



Professional feedback is positive. One said that the care provided by staff is excellent and that they consistently go the 'extra mile', showing commitment, warmth, and resilience.

Effective monitoring and review systems are in place. Leaders and managers complete regular quality assurance audits to evaluate the standard of care. Additionally, the registered manager completes monthly checks to ensure that children have their needs met and positive experiences in the home.

What does the children's home need to do to improve?

Recommendations

- The registered person should ensure that the home environment is nurturing for children. In particular, the registered person should ensure that staff support children to have a tidy and clutter free bedroom. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

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: 2697861

Provision sub-type: Children's home

Registered provider: Headway Adolescent Resources Limited

Registered provider address: Headway, Malvern View, Saxon Business Park, Hanbury Road, Stoke Prior, Bromsgrove, B60 4AD

Responsible individual: in post but not yet approved by Ofsted.

Registered manager: Alice Walker-Shakespeare

Inspector

Emma Fryer, Social Care Inspector

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