

2702129

Registered provider: Insight Care Group Ltd

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and provides care for up to four children with learning disabilities. At the time of this inspection, three children were living in the home.

There is an experienced and qualified manager who holds the relevant qualifications in leadership and management and registered with Ofsted in August 2025.

Since the last inspection, the responsible individual has left. A new responsible individual has been appointed, and Ofsted is in the process of reviewing their suitability.

Inspection date: 17 November 2025

Date of last inspection: 30 April 2025

Judgement at last inspection: good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector has looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Since the last inspection, one child has moved into the home and was welcomed through a well-planned and thoughtful transition. The manager completed a robust assessment of their suitability, and staff have undertaken additional training to better understand and meet the child's needs. Two other children remain living in the home. They are settled and continue to make progress from their starting points.

Children are supported to access education through planned and well-managed moves, helping them settle into their new schools. One child, who had previously been out of education for some time, has made significant progress and now attends school regularly. They also take part in community social clubs, which further enhances their social skills.

All three children were seen during the inspection, and two were spoken with. Both children said that they enjoy living in the home and feel safe. One child described liking 'everything' about the home and was eager to introduce their key staff members. Another child said that staff help them feel safe and acknowledged their own progress in developing independence skills, which staff encourage and promote. However, care planning for one child who is reaching adulthood is uncertain. The manager has escalated concerns about the lack of plans, but these are still not in place to help the child emotionally and physically move out of the home. This may hinder the child's progress in successfully moving out of the home.

Since the last inspection, the home has faced challenges following the admission of a new child, resulting in increased incidents and the involvement of emergency services. The manager has worked proactively with agencies to understand the child's needs, advocate for further assessment and secure appropriate support. Staff provide reassurance to other children during incidents. A collaborative plan with the emergency services is in place to reduce the number of callouts following a new diagnosis, demonstrating a strong commitment to safeguarding and the welfare of all children.

On occasion, children have been held to ensure their safety. These interventions are proportionate and used only as a last resort. After each incident, staff and children engage in discussions, and staff reflect on their practice to improve strategies for supporting children. This demonstrates a clear commitment to adapting approaches to promote children's well-being.

Complaints and allegations are managed effectively. The manager responds promptly and in line with policy, ensuring that concerns are thoroughly investigated and outcomes are clearly recorded and shared with the relevant people. Children

and relevant professionals are kept informed throughout the process, which promotes transparency and trust. Lessons learned are used to improve practice and prevent recurrence. This demonstrates positive leadership and a commitment to safeguarding and continuous improvement.

Teamwork in the home is not consistently strong. Reliance on agency staff and the introduction of new team members have led to inconsistencies in practice and communication. Although staff are committed to meeting children's needs, variations in experience and understanding of routines have, at times, disrupted the smooth running of the home. The manager is strengthening induction processes to improve cohesion and consistency, but the monitoring of agency staff practice remains insufficient. Additionally, errors in medication records were identified during this inspection. Medication records are not always clear. Furthermore, one child is prescribed medication that they regularly refuse. A previous requirement relating to medication recording has been restated.

Since the last inspection, the home has been redecorated, creating a warm and welcoming environment. However, some areas, including children's bedrooms, still require maintenance, such as fitting suitable curtains or blinds and decorating after repairs. In addition, the plan to manage peer conflicts over television time has not been actioned in a timely way to promote positive relationships and reduce tensions among children.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/04/2025	Full	Good
23/07/2024	Full	Requires improvement to be good
13/06/2023	Full	Requires improvement to be good

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 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. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff work as a team where appropriate; and ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a) (2)(b)(e)) This specifically relates to ensuring effective teamwork to help continuity of care for children to help them reach their potential in line with care plans. Leaders and managers must ensure that agency staff receive an induction and that their practice is carefully monitored and reviewed to ensure children receive continuity of care. This requirement has not been met and is restated.	11 January 2026
The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. In particular the registered person must ensure that— medicine which is prescribed for a child is administered as prescribed to the child for whom it is prescribed and to no other child; (Regulation 23 (1) (2)(b)) This specifically relates to ensuring that details of prescribed medication for children are clearly recorded in the children's records. In addition, a review of arrangements for	8 February 2026

administering medication in and out of the home must be carried out to improve overall monitoring and to seek clarification if medication is still required.

This requirement has not been met and is restated.

Recommendations

- The registered person should work with the placing authority to ensure that each child's move is planned and helps each child to prepare for leaving the home practically and emotionally. ('Guide to the Children's Homes Regulations, including the quality standards', page 57, paragraph 11.9)
- The registered person should ensure that the home is well maintained, repairs are completed promptly, children's bedrooms are kept in good condition and action plans are implemented so all children can access appropriate areas of the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

Children's home details

Unique reference number: 2702129

Provision sub-type: Children's home

Registered provider: Insight Care Group Ltd

Registered provider address: Ace House, 22 Chester Road, Sutton Coldfield B73 5DA

Responsible individual: Post Vacant

Registered manager: Ayisha Leachman

Inspector

Joanne Humphreys, Social Care Inspector

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