

2702129

Registered provider: Insight Care Group Ltd

Full 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, two children were living in the home. No children have moved in or out of the home since the last inspection.

Since the last inspection, the registered manager has submitted their voluntary cancellation, and they have not worked at the home since November 2024. A new manager has been appointed and is working in the home. They have applied to register with Ofsted.

The responsible individual is leaving their post and their last day was during the inspection. A new responsible individual has been appointed and Ofsted is in the process of reviewing their suitability.

Inspection dates: 30 April and 1 May 2025

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: 23 July 2024

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

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

Inspection judgements

Overall experiences and progress of children and young people: good

Both children living in the home spoke with the inspector. One child told the inspector that they liked living in the home and that staff help them to feel safe. Both children have established trusting relationships with staff, which were observed clearly during the inspection. In addition, children are supported to maintain regular and meaningful contact with their families. This helps children to sustain important attachments while providing a sense of identity.

Since the last inspection, staff have improved their understanding of children's individual needs. Support plans are reviewed regularly and used effectively to provide tailored care. This contributes to children feeling understood and supported and helps to provide consistency of care. For one child, they are making measurable progress towards independence, making arrangements for work experience and focusing on their future aspirations.

Children contribute to their care planning and the manager takes appropriate actions to advocate for children. Both children regularly see the advocates who act on their behalf, sharing their views with the manager and placing authorities. This provides a proactive and collaborative approach, which helps children to feel valued and listened to.

Children are in good health and are being helped to improve their emotional well-being. The manager liaises with relevant health professionals to seek guidance and support to help children. One child is now accessing mental health support and, as a result, they have been helped with their sleep issues. Staff have regular meetings with the home's clinical psychologist, which helps them to improve their practices. This in turn has helped children to improve their emotional well-being. Children access social sporting groups, which helps them to maintain a healthy, active lifestyle while also encouraging social time with people of a similar age.

Progress in education is variable. One child now attends school daily, supported by staff, to build their confidence and engagement. As a result, this child no longer requires in-class staff support. For another child, education has been a barrier. Although a provision was identified, it quickly broke down. The manager has since taken action. A home tutor is in place and planning is underway for a newly identified education provision. However, there is no proactive approach to adapt or revise strategies when routines break down. This means children are not always supported to reach their potential.

The home has undergone a redecoration since the last inspection. The home now provides a homely and welcoming environment. Children have a calming, multifunctional sensory space, which was designed by the children. Children's bedrooms are clean and personalised.

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

Since the last inspection, staff's practices of managing incidents of emotional behaviours have improved. Staff have adapted a more nurturing response to children. This improved practice has helped children to become more trusting with staff, sharing their feelings and worries. This has led to a reduction in incidents. When incidents occur, leaders and managers complete evaluations, providing further learning for improved practices.

The manager has reviewed the quality of care and has improved daily practices. While this is still a work in progress, it has enabled children to have more structured daily routines. Children have visual daily planners which help them to understand their day and the expectations. This clear communication method helps to reduce uncertainty and anxiety for children. Incidents have declined in number since the previous inspection and restraint is used as a last resort. Children and staff are spoken with after these incidents, enabling learning and reflection.

Staff explore a wide range of topics, including online safety, as part of one-to-one sessions with children. This supports children's understanding of risks and how they can keep themselves safe. Internet use is closely and appropriately monitored and there are effective arrangements in place to promote children's online safety. When there is a concern around children's online safety, the manager takes effective and prompt action to address concerns to ensure children are safe. One child was able to explain to the inspector the risks online platforms can pose to them, and how they are helped to be safe.

When children make complaints or raise a concern about staff practice, their concerns are taken seriously so that children feel valued and heard. Outcomes are shared with children to check they are satisfied with the actions taken. Managers take appropriate actions to inform the local designated lead when required. However, the manager has not reported concerns within a timely manner to Ofsted as required. The manager is taking appropriate actions to investigate this. This limits the regulator's oversight of the incident and reduces opportunities for timely external scrutiny and support.

When children have been prescribed a course of medication, this is not recorded clearly. On one occasion, this led to a discrepancy between children's administration medication records and the stock of medication. While suitable actions were taken once identified, arrangements for signing medication in and out are not robust. The manager has plans to strengthen the recording arrangements for medication but has not actioned them yet.

The effectiveness of leaders and managers: good

The home is managed by an experienced and qualified manager. She is passionate about children's care and is striving to high standards. She is supported by an experienced responsible individual who shares the same aspirations and passion. There

are good monitoring systems, which have helped raise standards since the last inspection.

The home has continued to experience some challenges. Staff do not always consistently work together as a cohesive team. As a result, some children do not receive timely or appropriate responses to their individual needs. Staff have left at the same time in large numbers, which has unsettled children for a period of time. Despite this, leaders and managers have worked well to ensure that children's emotional well-being is supported. The departure of staff was shared with children in a sensitive manner and was supported as a collaborative approach with children's families and placing social workers. Furthermore, the new manager is taking suitable actions to strengthen teamwork in the new staff team.

Managers and leaders have taken swift action to recruit new members of staff. They have used regular agency staff members to ensure there are sufficient staff for children. This has helped children to have continuity of care. However, these staff members have not had regular supervision and training to help them in their role. Training and supervision for core staff, however, have been prioritised and staff have received training centred around children's needs. Staff say they feel supported by the manager and that their training and development are a focus.

The manager works well with children's families and external professionals. One child's social worker told the inspector, '[Name of child's] progress has been immense since the arrival of the new manager, she communicates well to ensure [name of child's] safety and care planning is prioritised.'

The manager has implemented creative ways to support children, capturing positive moments. Children now receive daily recorded praise, and there are memory books in place. This helps children to capture, focus and reflect on positive experiences while living in the home.

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 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— understand and apply the home's statement of purpose; provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background. (Regulation 6 (1)(a)(b) (2)(b)(i)(iv)) This specifically relates to ensuring that children are supported to develop good daily routines. In addition, staff should review the effectiveness of strategies to encourage educational activity.	31 August 2025
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;	12 October 2025

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.	
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 the recording of details to ensure that prescribed medication for children is clearly recorded within the children's records. In addition, that a review of arrangements for medication in and out of the home is carried out to improve overall monitoring.	31 August 2025
The registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there; a child protection enquiry involving a child — is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(b)(c)(d)(i)(ii)(e)) This specifically relates to notifying Ofsted without delay when there are incidents of safeguarding concern.	31 August 2025

Recommendation

- The registered person should ensure that agency staff receive an induction and are carefully monitored and reviewed to ensure children receive continuity of care.
(‘Guide to the Children’s Homes Regulations, including the quality standards’, page 54, paragraph 10.6)

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: 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: June Johnson

Manager: Ayisha Leachman

Inspector

Joanne Humphreys, Social Care Inspector

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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

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