

2721038

Chamberlain Residential Care LTD

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private company. It is registered to provide care for up to three children who experience social and emotional difficulties.

There is no manager in post. The home has not had a registered manager since 7 October 2023.

No children have lived at the home since 23 August 2024.

Inspection date: 25 February 2025

This monitoring visit

This children's home was judged inadequate at the full inspection on 6 and 7 August 2024. A notice restricting accommodation and two compliance notices under Regulation 12 (the protection of children standard) and Regulation 13 (the leadership and management standard) were issued.

A monitoring visit was undertaken on the 23 September 2024. The inspector found sufficient action had been taken to meet the compliance notices. However, progress was limited. There were still serious and widespread failures in relation to keeping children safe, and the leadership and management of the home were poor. The notice restricting accommodation remained in place.

A second monitoring visit was undertaken on the 29 October 2024 to review the notice restricting accommodation and to address specific concerns received by Ofsted. A decision was taken for the notice restricting accommodation to remain in place as there was insufficient staff to safely operate the children's home.

On 8 November 2024, Ofsted issued a notice of decision to vary the conditions of this home, imposing a three-month condition. This meant that the provider would have to give Ofsted three months' notice of their intention to admit a child. This ensured that no children would be admitted to the home while the provider did not have the staff to safely care for them.

On 24 November 2024, the provider gave us three months' notice of their intention to admit a child. This monitoring visit was carried out to determine if it would be safe for children to be admitted to the home.

Inspectors found that there was insufficient staff to safely operate the home. This included a lack of leadership and management. Arrangements put in place to safeguard children were also not adequate to keep children safe.

The home does not have a manager to support the day-to-day running of the home or responsible individual to provide managerial oversight and support. The manager recently resigned from their post and voluntarily cancelled their application to be the registered manager. The responsible individual was unsuccessful in their application to Ofsted and also resigned. There is therefore no suitable individual to run or oversee the home and drive forward improvements needed.

There are insufficient staff to care for a child moving into the home. Two staff are currently going through the recruitment process and so have not been suitably vetted to work with children.

The provider could not demonstrate that suitable persons are being recruited to care for children that may be placed in the home. Two staff are being transferred from the provider's other home that was closed due to significant safeguarding concerns. These staff are currently involved in a police investigation. No consideration was given as to their suitability or concerns raised by a child about one of the staff in particular when they had worked at the previous home.

Recruitment processes do not provide a rationale as to why staff are deemed suitable or not suitable to recruit. For example, one member of staff was recruited to a more senior post. It is not clear how this decision was made as they did not hold the relevant qualification. In addition, it was not always clear who was involved in interviewing for new staff to ensure they had the necessary skills and understanding to do so. This does not provide assurance that the provider operates safe recruitment processes.

Policies and processes for safeguarding children do not demonstrate that the provider has a good understanding of safeguarding. For example, the whistle-blowing policy and procedures provide conflicting and inaccurate guidance for staff to escalate concerns. Furthermore, in-house training provided to staff reiterated these inaccuracies. This places children at risk of harm as staff are not being given accurate information to help keep them safe.

This monitoring visit did not specifically look at the previous requirements issued. They have been restated. Two additional requirements have been issued as a result of this visit.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/08/2024	Full	Inadequate
12/12/2023	Full	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 with 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; and 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— understand and apply the home's statement of purpose; ensure that staff; ensure that staff— understand and apply the home's statement of purpose; protect and promote each child's welfare; treat each child with dignity and respect; provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background; provide to children living in the home the physical necessities they need in order to live there comfortably; provide to children personal items that are appropriate for their age and understanding; and make decisions about the day-to-day arrangements for each child, in accordance with the child's relevant plans, which give the child an appropriate degree of freedom and choice. (Regulation 6 (1)(a)(b) (2)(a)(b)(i)(ii)(iii)(iv)(vii)(viii)(ix))	18 April 2025

In particular, the registered person must ensure that children are provided with adequate clothing, footwear and necessary personal items to meet their needs. The registered person must also ensure that staff protect children's privacy and practise confidentiality in regards to children's personal information. This requirement was made at the last inspection and is restated.	
The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and children are helped to lead healthy lifestyles. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— achieve the health and well-being outcomes that are recorded in the child's relevant plans; understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding; take part in activities, and attend any appointments, for the purpose of meeting the child's health and well-being needs; and understand and develop skills to promote the child's well-being. (Regulation 10 (1)(a)(b)(c) (2)(a)(i)(ii)(iii)(iv)) In particular, the registered person must ensure that children's health and emotional well-being are promoted. Children must be supported to develop healthy lifestyles; their placement plans should reflect this and be regularly reviewed.	18 April 2025

This requirement was made at the last inspection and is restated.	
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 staff— assess whether each child is at risk of harm, taking into account information in the child’s relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child’s welfare; and are familiar with, and act in accordance with, the home’s child protection policies; 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; that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child’s health; and that the effectiveness of the home’s child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi)(vii)(b)(d)(e)) In particular, the registered person must review the risks posed to all children living in the home. This includes liaising with the children’s placing authorities.	18 April 2025

The registered person must ensure that children's risk assessments set out a clear, accurate and current reflection of all risks posed to children and the action staff should take to reduce risk. They must ensure that staff implement the actions identified in children's risk assessments to protect children from harm. The registered person must review the systems they have in place to ensure the safe use of the internet and social media for children. They must also ensure that work completed with children about online safety is routine, creative, age-appropriate and tailored to their learning needs. The registered person must ensure that children's safety is prioritised and appropriate action is taken when there are concerns about staff practice. This requirement was made at the last inspection and is restated.	
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; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to each child;	18 April 2025

understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home;

demonstrate that practice in the home is informed and improved by taking into account and acting on—

research and developments in relation to the ways in which the needs of children are best met; and

feedback on the experiences of children, including complaints received; and

use monitoring and review systems to make continuous improvements in the quality of care provided in the home.
(Regulation 13 (1)(a)(b) (2)(a)(b)(c)(d)(e)(f)(g)(i)(ii)(h))

In particular, the registered person must ensure that the new manager receives a planned and thorough induction into their role.

The registered person must ensure that there is effective management oversight of the home. They must ensure that the quality of care children receive is continuously monitored. This includes senior oversight of children's care plans and how they are being implemented and monitored by the manager and staff. Care plans must consider children's learning needs and health needs.

The registered person must develop effective monitoring and review systems. They must ensure that staff understand the quality of care to be provided to children and their experiences and take swift action to address any identified shortfalls.

The registered person must ensure that staff receive adequate training that equips them with the skills to meet the needs of the children they care for. They must ensure that the effectiveness of training in staff practice is monitored and evaluated.

The registered persons must ensure that there are enough staff to safely care for children.

This requirement was made at the last inspection and is restated.

The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose; that arrangements are in place to— manage and review the placement of each child in the home; and plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child's placing authority; that each child's relevant plans are followed; that the child's placing authority is contacted, and a review of that child's relevant plans is requested, if— the registered person considers that the child is at risk of harm or has concerns that the care provided for the child is inadequate to meet the child's needs. (Regulation 14 (1)(a)(b) (2)(a)(b)(ii)(iii)(d)(f)(i)) In particular, the registered person must seek to review children's needs in conjunction with their placing authority when concerns arise in respect of placement suitability. They must also take into account the needs of all children living in the home. The registered person must ensure that children receive appropriate clothing, items and equipment in line with their wishes and feelings. They should also be helped to understand decisions made in their best interests.	18 April 2025
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The registered person must ensure that staff appropriately support children's emotional well-being during their transition from the home. They must ensure staff understand that they must not approach this in any way that could cause children unnecessary anxiety. This requirement was made at the last inspection and is restated.	
An individual may only carry on a children's home if the individual satisfies the requirements in paragraph (5). An individual may only carry on a home with another individual or other individuals, otherwise than in a partnership, if that individual and each other individual satisfies the requirements in paragraph (5). A partnership may only carry on a home if each partner satisfies the requirements in paragraph (5). An organisation may only carry on a home if— each director of the organisation, except for a director who is the responsible individual, who is involved in the carrying on of a home by that organisation satisfies the requirements in paragraph (6); and The requirements are that— the individual is of integrity and good character; A responsible individual must— satisfy the requirements in paragraph (5)(a) to (c); and have the capacity, experience and skills to supervise the management of the home, or the homes, in respect of which the responsible individual is nominated. (Regulation 26 (1) (2) (3) (4)(i) (5)(a) (7)(a)(b)) The registered person must appoint a suitably experienced and qualified person to manage the home. They must also ensure that the appointed responsible individual has been safely recruited, has adequate oversight of the home and has the skills to take effective action to improve the quality of care children receive.	18 April 2025

This requirement was made at the last inspection and is restated.	
The registered person must notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; 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. A notification made under this regulation— must include details of— the matter; the other persons, bodies or organisations (if any) who or which have been notified; and any actions taken by the registered person as a result of the matter; must be made or confirmed in writing. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e) (5)(a)(i)(ii)(iii)(b)) In particular, the registered person must ensure that all serious events are notified to Ofsted and all other relevant professionals. They must ensure that they provide the full detail of these events in a timely manner. This requirement was made at the last inspection and is restated.	18 April 2025

The registered provider must appoint a person to manage the children's home if— there is no registered manager in respect of the home; and the registered provider— is an organisation or a partnership; does not satisfy regulation 28; or is not, or does not intend to be, in day-to-day charge of the home. If the registered provider appoints a person to manage the home, the registered provider must, without delay, give HMCI notice of— the name of the person so appointed; and the date on which the appointment takes effect. (Regulation 27 (1)(a)(b)(i)(ii)(iii) (2)(a)(b))	18 April 2025
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; or if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3). The requirements are that— the individual is of integrity and good character; the individual has the appropriate experience, qualification and skills for the work that the individual is to perform; the individual is mentally and physically fit for the purposes of the work that the individual is to perform; and	18 April 2025

full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2.

The registered person may permit an individual to start work at the home despite the fact that the requirement in paragraph (3)(d) has not been met if—

the registered person has taken all reasonable steps to obtain full information about each of the matters in Schedule 2 in respect of the individual, but the enquiries in relation to any of the matters in paragraphs 3 to 6 of Schedule 2 are incomplete;

full and satisfactory information in respect of the individual has been obtained in relation to the matters in paragraphs 1 and 2 of Schedule 2;

the registered person considers that the circumstances are exceptional; and

the registered person ensures that the individual is appropriately supervised while carrying out the individual's duties, pending receipt of any outstanding information on the matters in paragraphs 3 to 6 of Schedule 2, which is then considered satisfactory by the registered person.

The registered person must take reasonable steps to ensure that any individual who is working at the home and who does not fall within paragraph (2)(a) and (b) is appropriately supervised while carrying out the individual's duties.

(Regulation 32 (1) (2)(a)(b) (3)(a)(b)(c)(d) (7)(a)(b)(c)(d) (8))

Recommendation

- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. Managers and staff should ensure that information about children is always recorded in a way that will be helpful to them and is non stigmatising. ('Guide to Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 2721038

Provision sub-type: Children's home

Registered provider: Chamberlain Residential Care LTD

Registered provider address: 109 Sledmore Road, Dudley DY2 8DZ

Responsible individual: Post vacant

Registered manager: Post vacant

Inspectors

Louise Naylor, Social Care Inspector

Sonia Sullivan, Social Care Inspector

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