

2723189

Registered provider: Accalia Care Services Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private organisation. It provides care for up to three children who experience social and emotional difficulties.

At the time of this inspection, three children were living at the home.

The manager has applied to register with Ofsted.

Inspection dates: 3 and 4 September 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: 12 August 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/08/2024	Full	Good
05/09/2023	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the previous inspection, two children have moved into the home and two have moved out. During the inspection, the inspector spoke briefly with two of the children.

The home environment is comfortable and has recently been redecorated. There are several communal areas where children can relax and engage in activities. These spaces allow children to spend time together or alone, depending on their preferences. Children are encouraged to personalise their bedrooms, which strengthens their sense of identity and belonging.

Children are welcomed into the home with warmth and sensitivity. Staff work closely with external professionals to prepare children for their move and promote stability. This approach helps children form positive relationships with staff and settle into their new environment. However, when children have moved out of the home at short notice, staff have not consistently provided the support needed to help them manage this transition.

Staff know the children well and prioritise building relationships. Time is taken to understand each child, and this knowledge is shared through daily handovers and team meetings. A proactive approach is taken to developing trust. For example, a mental health professional attended a team meeting to help staff interpret a child's behaviour and respond appropriately. This input enhanced staff's understanding and strengthened their relationship with the child.

Children are making good progress in education. Professionals involved in the education of two children reported significant improvements in the children's ability to regulate their emotions and build peer relationships. One child participated in a residential trip, which was a highly positive experience. Staff are ambitious for children and advocate strongly for their educational success. When one child experienced difficulty understanding post-16 options, staff took proactive steps to access information about apprenticeships and college pathways.

Children are encouraged to maintain relationships with those who are important to them. Staff actively facilitate contact by arranging transport and coordinating with families. When face-to-face contact is not possible, staff help children stay connected through regular telephone calls. This child-centred approach promotes emotional well-being, supports identity development, and helps children understand their personal histories.

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

Children are protected from harm. Staff demonstrate a clear understanding of their safeguarding responsibilities and take a proactive approach to keeping children safe. Risks are well understood and regularly reviewed through effective risk assessments.

Staff receive training that is relevant to the specific needs of the children in their care. For example, when concerns arose regarding potential exploitation, staff attended training on county lines. As a result, they are now better equipped to identify indicators that may suggest a child is at risk. This ensures that children are safeguarded by staff who have the knowledge and skills to respond appropriately to the risks they face.

Children are listened to when they make complaints, and their concerns are taken seriously. Complaints are investigated thoroughly, and children are informed of the outcomes. This approach empowers children and reinforces the value placed on their views.

When serious incidents occur, staff respond promptly and notify the relevant safeguarding agencies. The use of physical restraint has reduced and is only implemented when necessary and proportionate. Records of such incidents are generally well maintained. However, child debriefs and the dates of staff debriefs are not consistently recorded. On one occasion, the staff member who carried out one child's debrief had also been involved in the restraint. This does not demonstrate sufficient sensitivity to the child's potential emotional distress.

Staff are recruited safely. Pre-employment checks are thorough and ensure that only suitable individuals are appointed to work at the home.

The effectiveness of leaders and managers: good

The home has experienced several changes in management since the last inspection. Efforts to minimise the impact of these changes have included extended handover periods, which were possible because all the managers are employed by the same organisation. A suitably qualified manager, who has applied to dual-manage this home alongside another in the company, is currently in post.

Staff say they enjoy working at the home and feel well supported by leaders and managers. Although there are staff vacancies, active recruitment is underway. Staffing levels have been maintained by deploying staff from other homes in the organisation, ensuring continuity of care for children.

Leaders and managers have a clear understanding of the home's strengths and areas for development. Plans are in place to enhance staff's knowledge in areas such as neurodiversity and attachment, which have been identified as particularly relevant to the children currently living at the home. While this training has not yet been delivered, there is evidence of reflective practice and a commitment to improving the quality of care.

Staff have been supported in accessing training aimed at improving recording practices. While the overall quality of written records is good, file organisation requires improvement. On occasion, documents were found to be undated or filed incorrectly, making them difficult to locate.

Feedback from professionals and family members is positive. They say that staff provide high-quality care and work collaboratively with others. The stability offered by the home is recognised as a key factor in children's improved engagement with education and their ability to form positive relationships.

Staff receive regular supervision that is focused on practice and the children's needs. These sessions also support professional development. Additional mentoring from senior staff provides targeted support with specific duties, such as maintaining daily records and carrying out administrative tasks.

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 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 arrangements are in place to— ensure the effective induction of each child into the home; 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. (Regulation 14 (1)(a)(b) (2)(b)(i)(ii)(iii)) This specifically relates to ensuring that appropriate emotional support is offered to children when they leave the home so that they have a positive experience of moving on.	31 December 2025
The registered person must ensure that— within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and has signed the record to confirm it is accurate; and	31 December 2025

within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(b)(i)(ii)(c))	
The registered person must ensure that the following items, which may be kept in electronic form, are kept in an accessible manner— records of the use of measures of control, discipline or restraint (see regulation 35); children’s case records (see regulation 36); other records (see regulation 37). (Regulation 38 (h)(i)(j)) This specifically relates to ensuring that records are organised in a coherent and consistent manner so that they provide an accurate and accessible account of the child’s experiences.	31 December 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: 2723189

Provision sub-type: Children's home

Registered provider: Accalia Care Services Ltd

Registered provider address: Bransons Cross Farm, Beoley Lane, Beoley, Redditch, Worcestershire B98 9DP

Responsible individual: Leaford Williams

Registered manager: Post vacant

Inspector

Becky Rutter, Social Care Inspector

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