

2723872

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private company. It offers care for up to 4 children who may experience social and emotional difficulties.

The manager has been registered with Ofsted since April 2025.

At the time of the inspection, 2 children were living in the home and contributed to the inspection.

Inspection date: 17 March 2026

Date of last inspection: 5 November 2025

Judgement at last inspection: requires improvement to be good

Information about this inspection

At this inspection, the inspectors evaluated:

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

Inspectors have 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.

Requirements set at the last inspection were reviewed. One requirement was met. Progress against the other three requirements continues to be made and therefore were restated. One additional requirement and three recommendations were also made.

Children's care plans and risk assessments are now consistently in place and reflect children's known needs and risks. One child's risk assessment lacks sufficient detail and does not inform staff how to monitor and supervise them.

Staff respond to incidents relating to children's behaviour appropriately and understand how to use de-escalation techniques. Staff do not record incidents consistently and recorded management oversight is inconsistent. Leaders and managers have not informed the regulator of incidents considered serious.

Staff use language in both spoken and written form that does not align with language that cares or with the organisation's own expectations for child-centred language.

The manager advocates for children's education and provides appropriate challenge and escalation when required. For one child, who is accessing part-time learning, there is little routine in place for the days they are not in education.

Leaders and managers have improved allegation procedures. The manager has responded to allegations in line with safeguarding procedures and has appropriately addressed staff practice issues. Staff's understanding of allegation and whistle blowing procedures has improved following further training implemented by the manager.

Staff support children to understand how to complain and raise any issues they have. However, staff have not supported one child who requires further support to understand the complaints procedure.

Staff receive regular supervision and receive appropriate training opportunities. Staff report good support from leaders and managers.

Leaders and managers are reflective and have improved various areas of practice since the last inspection. Leaders and managers understand there are continued areas for development and are committed to ensuring improvement continues.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/11/2025	Full	Requires improvement to be good
09/10/2024	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; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— 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)(c)(f)(g)(i)(ii)(h)) In particular, ensure records are up to date, accurate and support other care planning documents.	13 May 2026
The registered person must notify HMCI and each other relevant person without delay if— there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(e))	1 April 2026
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—	13 May 2026

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; 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)(b) (2)(a)(b)(i)(iv)(ix)) In particular, ensure staff’s knowledge and understanding of children’s needs is accurate and consistent.	
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. The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a) (3)(d)) In particular, ensure staff are safely recruited.	13 May 2026

Recommendations

The registered person should ensure that were children placed in a home are not participating in education because they have been excluded or are not on a school roll for some other reason, the registered person and staff must work closely with the placing authority so that the child is supported and enabled to resume full-time education as soon as possible. In the interim, the child should be supported to sustain or regain their confidence in education and be engaged in suitable structured activities. In particular, ensure children are provided with structured routines and provided with opportunities to support learning when not in formal education. (‘Guide to the Children’s Homes Regulations, including the quality standards’, page 28, paragraph 5.15)

The registered person should ensure that staff encourage children to share any concerns about their care or other matters as soon as they arise. Children must be able to take up issues or make a complaint with support and without any fear that this will result in any adverse consequences. Regulation 39 sets out the

requirements on the registered person to have a complaints procedure. Children must be aware of this procedure and be reminded of it as necessary. In particular, help children understand what a complaint is and how they can complain. ('Guide to the Children's Homes Regulations, including the quality standards', page 22, paragraph 4.13)

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. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. In particular, ensure that all language, both spoken and written, is child friendly and not institutional in nature. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

Children's home details

Unique reference number: 2723872

Provision sub-type: Children's home

Responsible individual: Benjamin Hitchin

Registered manager: Jane Reid

Inspectors

Chloe Harvey, Social Care Inspector
Kathryn Hurley, Social Care Inspector

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