

2725985

Registered provider: Midlands Care Services

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company and provides care for up to 4 children who may experience social and emotional difficulties.

The registered manager left in November 2025. An interim manager has been appointed to oversee the home. They have not yet applied to register with Ofsted. The inspection was led by the interim manager.

There were 2 children living in the home when the inspection took place. Both children were spoken with and shared their views.

Inspection date: 17 February 2026

Date of last inspection: 9 December 2025

Judgement at last inspection: requires improvement to be 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.

The appointment of an interim manager has strengthened the leadership arrangements for the home. The leadership team have good oversight and understand well the strengths and areas for development. They have put in place clear action plans and are committed to the ongoing development of the staff team. However, they have not yet been able to embed the changes needed to ensure that all children receive consistently good care.

The 2 children living in the home are settled and making good progress. Since the last inspection, 2 children have moved out of the home. One child moved on as staff could not meet their needs. Managers have reflected on the child's experiences and are committed to upskilling the staff team. There is a clear plan for training and workshops for staff, which are focused on areas of need. Managers do not intend to admit any further children until this training has taken place.

Children say they are happy in the home and they feel safe. Staff build positive, trusting relationships with children. A child called a staff member 'ace'. Both children have staff in the home they can speak to about any concerns.

Children's moves out of the home have been well managed. Staff support children to ask any questions they may have before they move, which helps to reduce uncertainty and alleviate anxieties they may have. Well-planned moves help to ensure that children's experiences are positive.

Staff and managers communicate effectively with children's families and external professionals. Strong partnership working helps to ensure that children's needs are understood.

Staff and managers promote education and ensure that children have the resources they need. A child's social worker described the managers and staff as 'fantastic' advocates for children's educational needs.

Management of children's health needs has been inconsistent. While an overdue health assessment has now taken place for one child, this highlighted that routine appointments were overdue. There was no record of the child attending an opticians appointment since they moved into the home and they have not attended a dental appointment for over 12 months. The manager has ensured that appointments are now scheduled. Other children's health needs are being managed well, and one child has been supported to arrange their own appointments and develop the skills they need to manage their health as they move towards adulthood.

Managers have good oversight of incidents and routinely identify learning. Children are spoken to about their experiences, which helps them feel listened to and

involved in shaping their care. However, staff have not always managed incidents effectively and, on occasion, their actions have contributed to situations escalating. The manager has planned further training to support all staff to embed a therapeutic approach.

Staff have not always been effective in managing children's interactions with each other, and there have been occasions when children's behaviours have negatively affected others. Despite these difficulties, some children have positive relationships, and there are plans to support a child to stay in touch with a peer who has moved on from the home. Supporting children to maintain important relationships helps them to feel valued and promotes their emotional wellbeing.

There are effective systems in place for monitoring health and safety in the home. The manager identifies learning following incidents and implements changes as needed. For example, after an issue relating to the environment, a daily walkaround was introduced so staff can physically check specific areas of risk, strengthening existing processes. External audits completed by suitably skilled professionals provide further assurance that the property is safe and that arrangements for managing health and safety are appropriate.

Leaders and managers understand the home's areas for development. Regular audits help to identify shortfalls in practice, and there are clear plans for how these will be addressed. Audit findings show that progress is being made in response to identified shortfalls.

The manager has improved monitoring systems, including staff supervision. However, changes are not yet embedded and the quality of staff supervision remains inconsistent.

High staff turnover has affected the continuity of care for children. While some consistent staff remain, the level of change has impacted the stability of relationships and the consistency of support children receive.

Staff benefit from a wide range of training. The quality assurance and development manager has introduced regular workshops for staff taking the required qualification, helping them to make good progress. Upskilling staff in this way supports the development of their practice and improves the quality of care provided to children.

Requirements and the recommendation from the last inspection have been restated. There have been no new requirements or recommendations made as a result of this inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/12/2025	Full	Requires improvement to be good
22/10/2024	Full	Good
06/02/2024	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 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— 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's workforce provides continuity of care to each child; 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; 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)(e)(f)(h) In particular, the registered person must ensure that a permanent manager is appointed to oversee the home and ensure delivery of care in line with the statement of purpose.	28 April 2026

This also relates to ensuring that there is a consistent staff team to provide children with continuity of care. This also relates to ensuring that staff are suitably skilled and experienced to de-escalate incidents effectively. This also relates to ensuring that staff supervision meetings are of consistent quality and provide staff with support to develop in their roles.	
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— meet each child’s behavioural and emotional needs, as set out in the child’s relevant plans; help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; strive to gain each child’s respect and trust; understand how children’s previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children; de-escalate confrontations with or between children, or potentially violent behaviour by children; and that each child is encouraged to build and maintain positive relationships with others. (Regulation 11 (1)(a)(b)(c) (2)(a)(i)(iv)(viii)(ix)(xi)(b)) In particular, the registered person must ensure that staff have the skills to manage children’s interactions with each other and support them to build positive relationships.	28 April 2026

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)) This relates to staff supporting children to attend appointments that they need, in line with their plans.	28 April 2026
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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. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

Children's home details

Unique reference number: 2725985

Provision sub-type: Children's home

Registered provider: Midlands Care Services

Registered provider address: Office 1, Izabella House, 24-26 Regent Place,
Birmingham, West Midlands B1 3NJ

Responsible individual: Paige Campbell

Registered manager: Post vacant

Inspector

Laura Norcop, Social Care Inspector

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Piccadilly Gate
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