

2730402

Registered provider: Fresh Start Care Group Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is managed by a private provider. The home provides care for up to 2 children who may experience social and emotional difficulties.

At the time of this inspection, one child was living at the home, but an older child moved out the week before, so was considered during the inspection. The younger child was present, and time was spent with them.

The manager has been registered since November 2025 and is a dual registered manager so spends her time between two homes.

Inspection dates: 10 and 11 March 2026

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: 4 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/03/2025	Full	Good
05/03/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children have made good progress in the home. Staff use a therapeutic and nurturing approach to build positive relationships with children, which has led to a significant reduction in physical interventions. The child currently living at the home is engaging well in education. They are thriving in school and enjoy going each day, so attendance is excellent. School professionals said that communication with staff is excellent and they have worked well to ensure that language is consistent between the school and home to support the child's understanding.

Staff interactions with children are warm and caring. Children enjoy spending time with staff and feel relaxed and comfortable in their presence. The younger child has structured routine, consistent boundaries, and expectations. Staff support the child with effective bedtime routines, so that they enjoy a bath and story time then settle for bed.

Children enjoy regular activities. Staff have taken children on day trips to the seaside and a theme park, and they have visited the cinema and gone to a concert. The younger child enjoys attending gymnastics every weekend. Staff help children maintain family relationships and enjoy quality time with people who are important to them.

The older child who recently moved on from the home, had positive relationships with staff, who supported them with their preparation for independent living and their transition into young adulthood. The child learned to cook, clean and budget. A professional said there were initial concerns about this plan and how the child would manage, but staff worked hard to support this and ensure the child had the practical skills for independence.

When the child moved on from the home, there was a smooth transition. Robust planning helped the child prepare and farewell celebrations meant the child could say goodbye properly. Staff contacted the child after they moved to check that they were settled.

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

Staff have a good understanding of safeguarding and have supported children to learn about road safety, talking to strangers, healthy relationships and consent. Children express their views in a range of ways, there are informal and formal conversations, so staff can support children to share their wishes feelings and support their understanding in a range of situations.

The older child had use of devices with internet access. Despite filtering systems in place, these did not protect the child from engaging in social media and talking to adults online. This led to the child engaging in a relationship with an adult male. Staff took swift action to protect the child and taught the child how to keep themselves safe online.

However, the registered manager did not follow guidelines and report concerns to Ofsted.

Managers have good oversight of all incidents in the home. Plans contain effective strategies, so staff know how to respond, and demonstrate that there is robust planning for children. Children have not gone missing from the home but staff complete training so they are prepared and understand missing procedures. Restraint has been used with one child, which is necessary and proportionate to keep the child safe. Furthermore, managers reflect and take learning from incidents to help staff and children consider what could be done differently next time.

Leaders and managers take effective action to address concerns against staff. They seek advice from external professionals and complete thorough investigations to ensure children are safe. When children make complaints, managers explore these and feedback to children, so that they understand outcomes and feel listened to.

The effectiveness of leaders and managers: good

The registered manager is a good advocate for children, and she challenges professionals appropriately in children's best interests. The registered manager focuses on strengthening the team, so the home is settled for children. She has adapted her approach and recruits experienced staff, so there is robust support for children.

Staff said that they feel supported with training, regular supervision, and benefit from the additional clinical guidance they receive each month. Staff said after a very unsettled period, they enjoy working in the home and talk enthusiastically about the progress that children are making.

Since the last inspection, a high number of staff have left the home. However, there is now a full staff team in place, but many staff are new. Staff focus on developing relationships with children after a period of instability. During this period, leaders and managers ensured there was consistency for children by using familiar staff to work in the home. Previously, agency workers were regularly present in the home, but the use of agency staff has significantly reduced.

Staff complete a range of training and have completed specialist training in line with children's needs. However, there are gaps in staff training around topics such as gender and identity. Furthermore, the registered manager and deputy manager are out of date with their mandatory training courses.

Professional and parent feedback is positive. One parent said that they trust staff judgement and know that decisions are made with the 'best outcomes' in mind for their child.

Leaders and managers ensure that all staff working with children are safe. Safeguarding scenarios form part of the interview process and recruitment checks are thorough and in

line with safer recruitment guidance. Leaders and managers recognise that the recruitment of staff has been challenging but always ensure that children's best interests are at the forefront of all decisions.

Effective monitoring and review systems are in place. In addition to regular checks, the registered manager completes monthly audits, so she can evaluate the quality of care for children and ensure they have their needs met and positive experiences in the home. Senior leaders visit the home frequently, so they have good oversight and a strong presence 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, 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 have the experience, qualifications and skills to meet the needs of each child; (Regulation 13 (1)(a)(b) (2)(a)(c)) In particular, the registered person must ensure that all staff complete mandatory training in preparation for supporting children and so that staff have the skills to meet children's needs. The registered manager must also ensure that she has completed her own training, so she is up to date and can support staff. Furthermore, it would benefit children if staff completed specialist training specific to children's individual needs.	12 April 2026

Recommendations

- The registered person should ensure that they notify Ofsted of all serious incidents that relate to the protection, safeguarding, or welfare of a child living in the home which they consider to be serious. Such as a child engaging with an adult online and meeting up with them. ('Guide to the Children's Homes Regulations, including the quality standards', page 63, paragraph 14.10)

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: 2730402

Provision sub-type: Children's home

Registered provider: Fresh Start Care Group Ltd

Registered provider address: Regus, Community House, Stourport Road,
Kidderminster, DY11 7QE

Responsible individual: Christopher Whitworth

Registered manager: Laura Jones

Inspector

Emma Fryer, Social Care Inspector

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