

2732125

Registered provider: Blossom Children's Homes

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and provides care for up to five children with learning disabilities.

The manager registered with Ofsted in December 2023.

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

Inspection dates: 10 and 11 June 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: 23 April 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/04/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff provide children with a good standard of care. They work hard to form relationships with children who value their support. Children feel able to approach staff and ask for their help. Staff are nurturing and patient in their approach and ensure that children understand what is being asked of them. Some children are settling into their new home. Staff build positive relationships with children quickly which helps them to settle quickly.

Staff prioritise children's education with daily school attendance. Communication between school and staff is cohesive. When individual targets have been achieved, this is celebrated. This reinforces to children that they have worked hard to achieve their successes, and their efforts have been recognised.

Children can try new and exciting activities, both in, and out of the home. Children have enjoyed a holiday. Others have chosen to go horse riding and to the trampoline centre. Managers arranged for a sound and music therapist to teach children some strategies and activities to reduce anxiety.

Children use different communication methods. When children need help to make their views wishes and feelings known, staff provide these. However, these communication aids are not always easily accessible to children.

The home environment is well maintained and suitably furnished. Children's bedrooms are individualised and reflect their interests. There are several shared spaces in the home. The garden is well maintained with space and activities including a trampoline and sensory toys.

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

Children have formed strong relationships with staff. The bonds between children and staff reinforce the children's sense of feeling safe. Children have responded positively to the consistent, caring and nurturing approach used by staff. Investment from staff in relationships is the foundation to this progress.

There is a clear medication process in place. Staff receive detailed training and are observed administering medication before they can take the lead in this process. There have been a high number of medication errors since the last inspection. When these have been identified, there has been action taken by the leadership team to improve staff competence.

Complaints and allegations are escalated and investigated appropriately. Managers ensure that they promptly inform the local authority designated officer following any allegation. However, safeguarding protocols are not consistently followed. On one

occasion children have been left at risk due to staff not following risk assessment protocol.

The children have behavioural incidents in the home. When these occur, staff are responsive and ensure that children are safe. Staff and children receive a debrief discussion and extra time is taken with the children to provide their debrief and learning using their chosen communication methods. This allows children to explore their behaviour and help them understand its impact. The manager oversees all incidents, setting actions or identifying learning opportunities. Incidents for most children are reducing.

Children's needs are such that they require close supervision. Therefore, they do not go missing or become involved in any form of exploitation. However, on some occasions children have managed to run away from staff who have not always anticipated this potential risk.

Safer recruitment processes help to ensure that only those adults who have been assessed as safe to work with children are employed in the home. However, when staff are employed who have lived or worked in another country, additional checks are not always robust.

The effectiveness of leaders and managers: good

A committed registered manager leads the home. They are supported by a dedicated and effective deputy manager. Together they have a detailed understanding of the holistic needs of the children. They have a commitment to make sure that each child reaches their individual potential. Managers provide clear evidence of the progress and plans for each child.

The staff team is well established and highly effective. The team is aspirational for all children. The team has excellent morale and a sense of shared ownership. This ensures a continued and dynamic improvement across the home.

Staff feel supported by managers and enjoy working in the home. There is a strong ethos of teamwork and supporting each other to meet the children's needs. Staff are receiving regular supervision discussions in line with their employment policy. The manager holds regular team meetings and there is a strong culture of group reflection. There are effective systems in place for communicating information.

Effective internal and external quality assurance secures a detailed analysis of the operation of the home. This means that managers have a clear understanding of the home's strengths and weaknesses. Firm plans are in place to drive continual improvement.

The manager is keen to continually promote staff development. Staff begin their training as part of a thorough induction programme. They then continue to enhance their skills

and knowledge with additional and child specific training when required. Children therefore receive individualised care and support to meet their complex needs.

Staff work in partnership with external agencies, to ensure that the children receive the support they need. Professionals are of the view that the children are making progress and communication from staff is described as good. The manager recognises the importance of children maintaining links with people who matter to them. There is a coordinated approach with family members to ensure that family time is positive for all.

The manager made a difficult decision to end a child's placement when risks became too great for staff to manage. The child's move was well supported. When children leave, they know that they have been fully supported by staff as they move to their next 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, 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 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. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi)(vii)) This relates to staff not following children's risk assessments and that children had been able to access items that are harmful. This relates to managers not always seeking advice from the local authority designated officer with practice concerns. This relates to risk assessments not being clear to what staff should do to minimise risks.	10 July 2025

Recommendations

- The registered person should ensure that each child is provided with support (appropriate to their age and understanding) to communicate their views, wishes and feelings and participate as fully as possible in all aspects of their care planning and daily care. This may include the use of and support to use communication aids, equipment and/or any necessary language support. ('Guide to the Children's Homes Regulations, including the quality standards', page 22, paragraph 4.6)
- The registered person should ensure that, as set out in regulations 31–33, they are responsible for maintaining good employment practice. They must ensure that recruitment, supervision and performance management of staff safeguards children and minimises potential risk to them. ('Guide to Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)

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: 2732125

Provision sub-type: Children's home

Registered provider: Blossom Children's Homes

Registered provider address: Blossom Children, Unit 7–8, Moran House, 449–451 High Road, London NW10 2JJ

Responsible individual: Matthew Wakeling

Registered manager: Zoe Martin

Inspectors

Simon Hunter, Social Care Inspector

Chloe Harvey, Social Care Inspector

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