

2742794

Call4Care Services Limited

Monitoring visit

Information about this children's home

This home is registered to provide care for up to two children who may have social and emotional needs and/or a learning disability.

This home is owned by a small private provider.

There is a manager in post, but they were not present for this visit. They have applied to register with Ofsted. The responsible individual supported this visit.

There are no children currently living at the home because the home is subject to a suspension notice following an inadequate inspection judgement.

Inspection date: 14 January 2025

This monitoring visit

This visit was undertaken to review the suspension notice in place. It was also an opportunity for the provider to demonstrate progress against their action plan, which was implemented by them following the last inspection.

Inspectors found that there had been little progress since the last monitoring visit and leaders and managers seemed ill-prepared. Some information requested was not readily available and the fire risk assessment, which was a previous requirement, was inaccurate. This was addressed and remedied during the visit.

The action plan had not been kept under regular review and contained only very basic information and evidence.

New staff have commenced employment in the home, but two of the staff did not have any induction records on file. This does not provide reassurance that new staff are being effectively supported and inducted into their roles. Staff are not having

regular supervisions in line with the organisation's own policy. Two new staff did not have a supervision until two months into employment. This is a missed opportunity for learning, development and support for the staff team.

Some staff have not completed the required qualification within prescribed timescales despite direction to do so from leaders and managers. The manager has raised concerns with the team about their engagement in online training because staff appeared to be logging on to training courses but not engaging. This creates doubt about any of the online training courses staff have completed and what their learning has been from these.

Some staff have not completed mandatory training, including the safeguarding of children, which means staff may not have the knowledge and skills to protect children from potential harm. Staff are provided with limited training relating to children with disabilities, which means staff may not have sufficient knowledge or skills to support children with additional and complex needs. Additional guidance has been provided to the team by the local police around missing from care, which is positive.

There is a lack of management oversight in key areas, and leaders and managers are failing to identify when some documentation is inaccurate. For example, the rota shared with inspectors contained more staff than the home employs and misrepresented how children would be cared for by a consistent team. Staff are failing at times to respond to direction from leaders and managers, which raises concerns about the culture in the home.

A new management of allegations policy contains direction to staff that may potentially place children at risk of harm. Leaders and managers have not considered these risks, and they have not demonstrated sufficient awareness of this when inspectors raised the information as a concern. This demonstrates an ongoing lack of understanding by leaders and managers in managing allegations and protecting children from harm.

The appointed manager has applied to register with Ofsted. Inspectors were told that an external consultant has been employed to support and 'teach' the manager how to manage a children's home. This does not provide assurances around the leadership and management arrangements in the home.

Since the last visit, several of the directors have resigned and a new director has been appointed. Ofsted has not been notified of these changes and has therefore not been able to undertake suitability checks. This has the potential to place children at risk of harm.

All the previous requirements were reviewed during this visit and have been reinstated. Leaders and managers have complied with the suspension order in place.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/12/2023	Full	Inadequate

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 with the given timescales.

Requirement	Due date
In meeting the quality standards, the registered person must, and must ensure that staff– seek to secure the input and services required to meet each child's needs; seek to develop and maintain effective professional relationships with such persons, bodies or organisations as the registered person considers appropriate having regard to the range of needs of children for whom it is intended that the children's home is to provide care and accommodation. (Regulation 5 (b)(d)) In particular, this relates to the registered person ensuring that children have relevant agreed plans and that the manager is working with relevant professionals in implementing and acting on these plans.	14 March 2025
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– understand and apply the home's statement of purpose; ensure that staff– understand and apply the home's statement of purpose; protect and promote each child's welfare;	14 March 2025

provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background. (Regulation 6 (1)(a)(b) (2)(a)(b)(i)(ii)(iv)) In particular, this relates to the registered person ensuring that the manager and staff follow the aims and objectives of the statement of purpose and apply this to the care that children receive.	
The children's views, wishes and feelings standard is that children receive care from staff who– engage with them; and take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to– ensure that staff– ascertain and consider each child's views, wishes and feelings, and balance these against what they judge to be in the child's best interests when making decisions about the child's care and welfare; help each child to express views, wishes and feelings; help each child to understand how the child's views , wishes and feelings have been taken into account and give the child reasons for decisions in relation to the child; regularly consult children, and seek their feedback, about the quality of the home's care; help each child to prepare for any review of the child's relevant plans and to make the child's views, wishes and feelings known for the purposes of that review; ensure that each child– is enabled to provide feedback to, and raise issues with, a relevant person about the support and services that the child receives;	14 March 2025

is given appropriate advocacy support; keep the children's guide and the home's complaints procedure under review and seek children's comments before revising either document. (Regulation 7 (1)(b)(c) (2)(a)(i)(ii)(iii)(iv)(vi)(b)(i)(iii)(c)) In particular, this relates to the registered person ensuring that children have a voice in the home and are able to express their views. It also relates to ensuring that children have access to a children's guide that is factually accurate. It further relates to ensuring that children with disabilities have a children's guide that considers any communication needs they may have.	
The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure– that staff– help each child to achieve the child's education and training targets, as recorded in the child's relevant plans; support each child's learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete independent study; understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers; promote opportunities for each child to learn informally; maintain regular contact with each child's education and training provider, including engaging with the provider and the placing authority to support the child's education and training and to maximise the child's achievement; raise any need for further assessment or specialist provision in relation to a child with the child's education or training provider and the child's placing authority;	14 March 2025

help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible; help each child to attend education or training in accordance with the expectations in the child's relevant plans; and that each child has access to appropriate equipment, facilities and resources to support the child's learning. (Regulation 8 (1) (2)(a)(i)(ii)(iii)(v)(vi)(vii)(viii)(x)(b)) In particular, this relates to the registered person ensuring that children have an education plan that contains information relating to the child's education, both formal and informal, and to how staff are to support this. It also relates to ensuring that children are encouraged and supported to attend education relevant to their needs and are provided with the necessary resources to engage in education.	
The enjoyment and achievement standard is that children take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, cultural, intellectual, physical and social interests and skills. In particular, the standard in paragraph (1) requires the registered person to ensure– that staff help each child to– develop the child's interests and hobbies; participate in activities that the child enjoys and which meet and expand the child's interests and preferences; make a positive contribution to the home and wider community; and that each child has access to a range of activities that enable the child to pursue the child's interests and hobbies. (Regulation 9 (1) (2)(a)(i)(ii)(iii)(b)) In particular this relates to the registered person ensuring that children are provided with activities in the home and community relevant to their interests and that there are	14 March 2025

resources available in the home for them to pursue hobbies and interests.	
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; 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. (Regulation 10 (1)(a)(b)(c)(2)(a)(i)(ii)) In particular this relates to children having a health plan on file and that staff are aware of any health needs and diagnoses the child may have and how best to support the child.	14 March 2025
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; 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;	14 March 2025

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; are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviours and emotions of children, and to help children to do the same; 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)(x)(b)) In particular, this relates to the registered person ensuring that children are supported in developing positive relationships with each other, and that staff are supported in developing positive and trusting relationships with the children. It also relates to ensuring that staff receive reflective supervision so as to explore their own practices when supporting children who may be in crisis.	
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; have the skills to identify and act upon signs that a child is at risk of harm; manage relationships between children to prevent them from harming each other;	14 March 2025

are familiar with, and act in accordance with, the home's child protection policies; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm; that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(i)(iii)(iv)(vii)(b)(e)) In particular, this relates to the registered person ensuring that children have risk assessments in place for staff to refer to, that the manager and staff take appropriate action in response to online safety for children, and that staff supervise children in line with their plans. It also relates to ensuring that the manager and staff follow advice from external safeguarding professionals, following allegations of harm. This also relates to ensuring that the home implements a policy for the protection of children and management of allegations that protects children from the risk of any possible harm.	
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; 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;	14 March 2025

demonstrate that practice in the home is informed and improved by taking into account and acting on– feedback on the experiences of children, including complaint's received; use monitoring and review systems to make continuous improvements in the quality of care provided in the home.(Regulation13 (1)(a)(b) (2)(a)(b)(c)(f)(g)(ii)(h)) In particular, this relates to registered person ensuring the management oversight and quality assurance, training and experience of the staff team and regular reviewing of the quality and standard of care being provided.	
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– manage and review the placement of each child in the home; and that each child's relevant plans are followed; and that the staff help each child to access and contribute to the records kept by the registered person in relation to the child. (Regulation 14 (1)(a) (2)(b)(ii)(c)(f)) In particular, this relates to ensuring that each child has a care plan on file that staff follow, and to ensuring that the child is being supported to understand and contribute to this plan.	14 March 2025
This regulation applies to a child who is looked after by a local authority.	14 March 2025

The registered person must co-operate with the child's placing authority in agreeing and signing the child's placement plan. (Regulation 17 (1) (2)) In particular, this relates to the registered person ensuring that a child's local authority placement plan is kept in the home and easily accessible.	
(The registered person must maintain records ("case records") for each child which– include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c))	14 March 2025
(Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. The registered person must– maintain in the home the records in Schedule 4; ensure that the records are kept up to date; and retain the records for at least 15 years from the date of the last entry. (Regulation 37 (1) (2)(a)(b)(c)) In particular, this relates to the registered person ensuring that complete and factually accurate rotas are kept in the home and that there is a children's register.	14 March 2025
(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); records of complaints (see regulation 39)	

the independent person's reports. (See regulation 44) (Regulation 38 (h)(i)(j)(l)(m))	
The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. The registered person must supply to HMCI, at HMCI's request, a statement containing a summary of any complaints made during the preceding twelve months and the action that was taken in response to each complaint. (Regulation 39 (3) (5))	14 March 2025
The registered person must notify HMCI and each other relevant person without delay if– an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; a child protection enquiry involving a child– is instigated; there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(b)(c)(d)(i)(e))	14 March 2025
The registered person must give notice in writing to HMCI, as soon as it is reasonably practicable to do so, if any of the following events take place or are expected by the registered person to take place– if the registered provider is an organisation– any change of director, manager, secretary or other similar officer of the organisation. (Regulation 49 (e)(ii)) This relates to the change in director and to ensuring that the registered person informs Ofsted of these changes and completes relevant forms.	11 February 2025

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 2742794

Provision sub-type: Children's home

Registered provider: Call4Care Services Limited

Registered provider address: 34 Haywards Croft, Greenleys, Milton Keynes MK12 6AH

Responsible individual: Ruzivo Gangaidzo

Registered manager: Norman Zisengwe

Inspectors

Sarah Orriss, Social Care Inspector

Chris Haines, Social Care Inspector

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