

2745260

Registered provider: Child First Residential Ltd

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and is one of two children's homes operated by the provider. It is registered to provide care for up to two children who experience social and emotional difficulties.

The manager registered with Ofsted in February 2024 but is not working in the home at present. They have submitted their resignation and are working their notice. A new manager has been appointed and will be applying to register with Ofsted.

Inspection date: 24 September 2025

Date of last inspection: 20 May 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 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.

At the time of the inspection, one child was living in the home, who was present and spoken with. However, this inspection focused on the experiences of two children who have lived in the home since the last inspection.

Since the last inspection, leaders have strengthened their monitoring systems to improve their oversight of staff practice. They carry out reflective reviews following incidents with children, with learning consistently identified and used to inform improvements. Staff supervision sessions and team meetings are used effectively in order to promote reflection, professional development and continuous learning. These developments have led to greater accountability and improvements in staff practice within the home.

Staff now record information in line with the home's policies and procedures. Children's records are now consistently accurate, detailed and written using child-focused language. This ensures that records reflect the child's experiences and needs.

Children are supported to understand consequences through proportionate and restorative approaches. Staff encourage children to reflect on their actions and take responsibility, for example by repairing damage, offering apologies or contributing to the cost of repairs. This approach promotes accountability and emotional development, helping children to recognise the impact of their actions on others and the environment.

There have been several changes within the leadership team since the last inspection. The registered manager has resigned and is currently absent from the home. A new manager and responsible individual have taken over and are in day-to-day charge. These changes have contributed to some instability in leadership systems, which has affected the children and staff's ability to feel consistently stable and secure within the home.

Leaders' decision-making around children's moves into the home has not always been sufficiently rigorous or child centred. Leaders and managers have not consistently considered children's needs in their assessments of the provision of care for each child, or the staff team's capacity to meet the needs of a new child. This has led to an increase in incidents that placed both children and staff at risk. In one case, a child moved on from the home prematurely because staff and managers felt unable to meet their needs. Managers have acknowledged these shortfalls and are taking steps to strengthen their processes to ensure that children's moves into the home are more carefully considered, and that children's needs can be met safely and appropriately.

Children do not consistently experience well-planned or sensitively managed transitions from the home. In one instance, a child left the home following a distressing incident that involved police intervention. Despite the positive relationships formed during the child's time in the home, staff did not make sufficient efforts to support the child's move out of the home effectively. Consequently, the child experienced an abrupt and unsettling end to their time in the home, which did not promote emotional security or continuity of care.

Staff practice is not yet consistently underpinned by the home's therapeutic model of care. Staff are not sufficiently skilled in managing high-risk situations with children. Staff struggle to consistently de-escalate and respond appropriately when children are in crisis. The leadership team is aware of these shortfalls and has taken steps to address them, including employing a therapist to work directly with staff, identifying further training to enhance staff knowledge and skills, and using supervision and team meetings to address areas of underperformance. These systems have been recently introduced, and while there are early signs of positive impact, they are not yet fully embedded in practice.

The home's environment has improved, with several areas refreshed through redecoration and new furnishings. Some parts of the home feel homely, with personal touches such as photographs of staff and the child contributing to a warm, family-like atmosphere. However, other areas of the home and garden still require attention. General maintenance, cleaning and tidying are needed to ensure that the entire environment is welcoming and well cared for.

Leaders and managers are working hard to respond to the requirements raised at the last inspection. As a result, two of the four requirements raised have been met. Two require some further work, so they have been reissued. One additional requirement and one recommendation were raised at this inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/05/2025	Full	Requires improvement to be good
05/06/2024	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 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; and have the skills to identify and act upon signs that a child is at risk of harm. (Regulation 12 (1) (2)(a)(i)(iii)) In particular, the registered person should ensure that staff are equipped with the skills and knowledge to assess children's risks effectively, use curiosity to recognise when children are at risk of harm and take immediate action to reduce these risks. This requirement was made at the last inspection and is restated.	13 November 2025
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-	13 November 2025

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; and 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 should ensure that they have clear systems in place to improve staff practice and understand the impact that some of the responses from staff have on children's experiences. The registered person should ensure that staff are supported to understand and consistently use the home's therapeutic model of care in their practice when working with vulnerable children. This requirement was made at the last inspection and is restated.	
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 children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose; that arrangements are in place to— manage and review the placement of each child in the home; and plan for, and help, each child to prepare to leave the home. (Regulation 14 (1)(a)(b) (2)(a)(b)(ii)(iii)) In particular, the registered person should ensure that they assess children's specific needs and risks effectively prior to any child moving into the home. Also, the registered person should ensure that children's moves into and out of the	13 November 2025

home are well planned to minimise distress and disruption, and to promote stability and emotional security.	
---	--

Recommendation

- The registered person should ensure that the home is a nurturing environment that meets the needs of the children. In particular, ensure that the home is maintained to a good standard and feels homely and welcoming. The home should seek as far as possible to maintain a domestic rather than institutional impression, specifically in relation to creating a home environment and garden that feels cared for. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

Children's home details

Unique reference number: 2745260

Provision sub-type: Children's home

Registered provider: Child First Residential Ltd

Registered provider address: 11 Hollyhedge Road, West Bromwich B71 3BP

Responsible individual:

Registered manager: Binisha Vassan

Inspector

Menaka De Silva, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked-after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2025