

2750251

Registered provider: Helm Care Services Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

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

Two children were living in the home at the time of this visit. They were both seen and provided with an opportunity to speak with the inspector.

The registered manager has resigned from their position. An interim manager has been appointed, but they were not present for the visit. The visit was supported by the quality assurance manager.

Inspection date: 6 May 2026

This home was judged 'requires improvement to be good' at the full inspection in April 2025. Due to concerns shared with Ofsted, further assurance inspections took place on 16 September 2025 and 9 December 2025. These assurance inspections did not identify serious concerns.

On 31 March 2026, a monitoring visit took place. This highlighted serious concerns and failings in safeguarding practice and insufficient management oversight of the care and protection of children. A compliance notice was raised under Regulation 12. The purpose of this monitoring visit was to review the progress that the provider has made against the regulatory shortfalls detailed in the compliance notice.

The home has a welcoming atmosphere. Children are relaxed in the home and have positive relationships with staff. Since the last visit, one child has moved on from the home.

Staff have received additional practice guidance, including children's access to medical care and the safe storage of medication. Children are supported by staff to have their health needs met and receive timely medical attention and treatment.

Staff use available strategies to prevent children from misusing potentially hazardous items that could cause them harm. Staff use de-escalation strategies appropriately to support children, with physical restraints only used as a last resort. After incidents, staff and managers support children to share their feelings. Additionally, the managers ensure that oversight of incidents is timely and that children's wellbeing is at the centre of staff practice.

On occasions when staff have been unable to reduce risk associated with children misusing hazardous items, managers have reviewed children's care arrangements, worked collaboratively with agencies and raised concerns with children's placing local authority, health and specialist agencies.

Children's risk assessments are regularly reviewed and provide staff with information about children's behaviours and risks. However, one child's plan lacked guidance for staff about risks in the community. Furthermore, on one occasion, staff failed to support a child in line with their plan, resulting in the child requiring medical care. Managers have taken actions to address these concerns regarding staff practice.

This was a focused monitoring visit. Therefore, all requirements from the last full inspection have not been reviewed. However, one requirement was found to be met, and one additional shortfall has been raised alongside the restated requirements.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/04/2025	Full	Requires improvement to be good
04/06/2024	Full	Good
27/02/2024	Full	Requires improvement to be 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.

Requirements	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; 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; and that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (1) (2)(a)(i)(b)(d)) This requirement is restated from the last inspection.	12 July 2026
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; and there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(b)(e)) This requirement is restated from the last inspection.	12 July 2026

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 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)(e)(f)(h)) In particular, the registered person should ensure that there are clear records of investigations regarding staff practice and actions proposed. In addition, the registered person should ensure that there is effective and timely management oversight of incidents and that the actions that staff are required to carry out are in line with the children's plans. This requirement is restated from the last inspection.	12 July 2026
The registered person must ensure that all employees receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b)) This requirement is restated from the last inspection.	12 July 2026

Recommendation

- The registered person should ensure that the home's statement of purpose is kept under review and that all updated information regarding the children's care is shared in a timely manner with the relevant parties. ('Guide to the Children's Homes Regulations, including the quality standards', page 14, paragraph 3.5)

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: 2750251

Provision sub-type: Children's home

Registered provider: Helm Care Services Ltd

Registered provider address: Suite 103, Group First House, 12A Meadway,
Padiham BB12 7NG

Responsible individual: Post vacant

Registered manager: Post vacant

Inspector

Gina Lightfoot, Social Care Inspector

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Store Street
Manchester
M1 2WD

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