

2763683

Registered provider: Holywell Children's Services Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private provider and offers care for one child with social and emotional difficulties and/or learning disabilities.

No children were living at the home at the time of this monitoring visit.

This home registered with Ofsted in December 2023.

There is a new manager in post, who started work at the home in January 2026. She has applied to register with Ofsted.

Inspection date: 17 February 2026

This monitoring visit

The home was judged inadequate at the full inspection on 9 and 10 September 2025. Following the inspection, Ofsted suspended the provider's registration to operate the home by issuing a notice under section 20B of the Care Standards Act 2000.

This monitoring visit took place to monitor the progress made by the provider and to ensure that the provider was adhering to the suspension notice.

Leaders and managers have reviewed processes and practice at the home and held meetings with staff to reflect on the findings of the last inspection. Staff have completed mandatory training with additional learning planned. Key documentation has been strengthened to support staff and their development.

Leadership oversight has strengthened, with active involvement from directors and responsible individuals.

Admissions documentation, risk assessments and behaviour support plans have been updated and strengthened, including input from specialist professionals. This has

included consultation with psychologist input to ensure documentation is child friendly.

Since the last inspection, the home has been extensively refurbished and redecorated, resulting in a more homely environment for children to live in.

Staff receive regular supervision, and the quality of this has improved, with clearer structure, reflection and action planning.

All the requirements raised at the last inspection are restated and will be reviewed at the next inspection. Following this visit, Ofsted decided to lift the suspension notice that was in place.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/09/2025	Full	Inadequate
01/07/2024	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 with 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; 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 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. (Regulation 12 (1) (2)(a)(i)(iii)(v)(vi)(b)) This specifically relates to ensuring that managers and staff understand and act on risks to children's welfare and safety promptly and effectively. This includes staff understanding their roles and responsibilities, following risk assessments and adopting a consistent approach.	10 May 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—	10 May 2026

helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h)) This specifically relates to the manager having oversight of the care being provided in the home and using monitoring systems to take swift and effective action where there are shortfalls in the care of children. In addition, leaders and managers must ensure that all local authority documentation for children living in the home is obtained.	
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; and 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; treat each child with dignity and respect; ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; and enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b) (2)(a)(b)(i)(ii)(iii)(c)(i)(ii))	10 May 2026

Specifically, leaders and managers must ensure that the staff provide care to children in line with their plans and that the home environment is decorated, furnished and maintained to a good standard and that any damage to the home is repaired promptly.	
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. (Regulation 14 (1)(a)(b) (2)(a))	10 May 2026
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; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding; help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; and that each child is encouraged to build and maintain positive relationships with others. (Regulation 11 (1)(a)(b)(c) (2)(a)(iii)(iv)(b))	10 May 2026

This specifically relates to staff supporting the child to be able to self-manage conflict before it escalates.	
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; and are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c)) This specifically relates to ensuring that all local authority documentation is on file.	10 May 2026
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; help each child to understand the importance and value of education, learning, training and employment; and help each child to attend education or training in accordance with the expectations in the child's relevant plans. (Regulation 8 (1) (2)(a)(i)(iv)(x)) This specifically relates to children in the home being engaged in education, training or employment.	10 May 2026

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: 2763683

Provision sub-type: Children's home

Registered provider: Holywell Children's Services Limited

Registered provider address: Dalton House, 9 Dalton Square, Lancaster LA1 1WD

Responsible individual: Sabe Connor

Registered manager: Post vacant

Inspector

Paul McKay-Smith, 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 www.gov.uk/government/organisations/ofsted.

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 2026