

2772912

Registered provider: Gemstones Care Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

A private company owns this children's home. The home is registered to provide care for up to three children who may experience social and emotional difficulties.

The home was registered with Ofsted in March 2024. The registered manager post is currently vacant. A new manager has recently been recruited and is working towards the required qualification in leadership and management. They have not applied to register with Ofsted. The registered provider has recently appointed a new responsible individual, and we are currently checking this person has the relevant capacity, experience and skills to carry out the role.

At the time of this visit, one child was living at the home. The inspector spoke to them to obtain their views.

Inspection date: 19 March 2025

This monitoring visit

This children's home was judged good at the first full inspection, on 3 and 4 July 2024.

An assurance inspection was carried out on 10 February 2025 following safeguarding concerns being received. Serious and widespread concerns were identified during this visit. A notice restricting accommodation and three compliance notices, under regulations 12 (the protection of children standard), 13 (the leadership and management standard) and 14 (the care planning standard) were issued.

This monitoring visit was undertaken to review the notice restricting accommodation and to determine whether the compliance notices had been met.

At this monitoring visit, we found that the compliance notices in relation to regulations 12, 13 and 14 had been met. The notice restricting accommodation has been lifted.

Sufficient action has been taken to protect children from harm. A range of audits have been undertaken to identify and rectify any shortfalls in the running of the home. This has included an audit of all incidents that have occurred since January 2025. Where this audit identified shortfalls, retrospective action was taken and learning shared with staff through reflective sessions looking at how they could have managed incidents differently. This has helped staff to reflect on and improve their skills to be better able to respond to similar incidents in the future.

Leaders have considered the staffing of the home to ensure suitable staff are in place to support and care for children. Despite support being provided, audits undertaken highlighted continued management failures in delivering improved care for children. As a result, a new manager was recruited to take forward and embed the actions needed to meet the compliance notices and continue to improve the quality of care.

Leaders have provided additional training and support to ensure staff are equipped with the knowledge and understanding to meet the needs of children placed in their care. All staff are retaking a comprehensive induction programme and must complete all mandatory training requirements within a required time frame. Staff have a better understanding of the requirements of their role and the need for a consistent approach when delivering care.

The new manager has also undertaken specific training to help them meet the requirements of their role. This has included training as a designated safeguarding lead, managing allegations, safer recruitment and for carrying out supervision and appraisals.

The child is happy living in the home and has made progress since the assurance inspection in February 2025. The child said the home is feeling a lot calmer and staff are more consistent in implementing rules and boundaries. The number of incidents has reduced since the last inspection. In addition, the child has secured an education placement, to start in May 2025.

Staff are being supported to work more cohesively as a team. The staff team has remained stable since the assurance inspection. Team-building exercises and reflective sessions are helping with staff bonding. Staff rotas are also being managed to ensure that any bank or agency staff always work with a permanent member of staff. A review of a recent incident showed that staff were supporting each other more. This is improving the quality and consistency of the care being provided.

The process to ensure the home is suitable for a child to move in has been reviewed and a more comprehensive assessment process put in place. This ensures that

information needed to make a sound decision is collated. This includes consultations with relevant professionals, information to assess compatibility with the children already living in the home and an assessment of identified risks of all the children to see whether they can be mitigated.

This monitoring visit focused specifically on the compliance notices issued previously. The requirements issued at the previous inspection have not been considered and are restated.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/07/2024	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 within the given timescales.

Requirement	Due date
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; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(b)(d)(i)(ii)(e)) This requirement was made at the last inspection and is restated.	20 April 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; and 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;	20 April 2025

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; communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding; 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 behaviour and emotions of children, and to help children to do the same; de-escalate confrontations with or between children, or potentially violent behaviour by children. (Regulation 11 (1)(a)(b)(c) (2)(a)(i)(iii)(iv)(v)(viii)(ix)(x)(xi)) In particular, the provider must ensure staff have the skills and competence to help children understand their behaviour, and manage conflicts positively and quickly, and without escalating the situation. This requirement was made at the last inspection and is restated.	
In meeting the quality standards, the registered person must, and must ensure that staff— seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans. (Regulation 5 (a)) In particular, the provider must ensure the child's local authority is informed of incidents and other matters affecting them in a timely manner.	20 April 2025

This requirement was made at the last inspection and is restated.	
The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. The registered person must— keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (1) (3)(a)(b)) This requirement was made at the last inspection and is restated.	20 April 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: 2772912

Provision sub-type: Children's home

Registered provider: Gemstones Care Limited

Registered provider address: International House, 126 Colmore Row,
Birmingham B3 3AP

Responsible individual:

Registered manager: Post vacant

Inspector

Louise Naylor, Social Care Inspector

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