

2772912

Registered provider: Gemstones Care Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private company and is registered to provide care for up to 3 children with social and emotional difficulties.

A manager has recently been appointed and has applied to register with Ofsted.

The registered provider has appointed a responsible individual but has not yet submitted the required documentation to Ofsted. As a result, Ofsted has not yet determined if this person has the relevant capacity, experience and skills to carry out the role.

At the time of the visit, no children were living at the home.

Inspection date: 23 April 2026

This monitoring visit

This home received an assurance visit on 3 March 2026 in which serious and widespread concerns were found in relation to the care and protection of children. A notice restricting accommodation and 2 compliance notices under Regulations 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 visit, the compliance notices in relation to Regulations 13 and 14 had been met. The notice restricting accommodation has subsequently been lifted.

Leaders and managers have implemented a comprehensive action plan to address the shortfalls identified during the previous inspection. This has been informed by reflective audits undertaken of children's placements and incidents to help identify the steps needed to improve the quality of care children receive.

Leaders and managers have reviewed the systems for reporting, recording and monitoring incidents. Staff have received additional training in relation to

safeguarding and reporting incidents, so they are clear about their responsibilities. A single system for reporting incidents has been put in place to ensure that relevant information and the steps taken to safeguard children are consistently recorded. This should enable managers to maintain clear oversight of incidents and identify any learning to improve care.

Leaders and managers have devised a new system to review children's experiences, progress and staff practice. This includes regular audits of children's outcomes, safeguarding incidents, issues relating to staffing, the quality of records and health and safety.

Leaders and managers have put in place a more cohesive assessment process to use when they are considering if they can meet children's needs before they move into the home. Leaders hope that this will help them to better consider risks for the children moving in and whether this will adversely impact on children already living in the home.

Since the assurance inspection, the children who were living in the home have left. Children have experienced positive endings and have celebrated their time living in the home with staff. Staff have worked with children's new provisions and shared information appropriately so that children can have some continuity of care. One professional described the way in which a child's move from the home was managed as 'exemplary'.

Leaders and managers have undertaken a review of staff recruitment and identified shortfalls. Gaps in records or discrepancies have been addressed or risk assessments have been completed relating to missing information.

Staff have received training to improve their knowledge and understanding to better support children who may come to live in the home. This has included training in areas such as safeguarding, restraint and the administration of medication, as well as other specific training identified at the last inspection. Leaders have also put in place workshops to help staff reflect on previous incidents and identify learning to improve standards of care.

Actions taken in response to one requirement made at the last inspection are not yet embedded, and this requirement is restated.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/06/2025	Full	Good
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 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; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; and take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(vi)) In particular, the registered person must ensure that staff have the necessary skills, knowledge and understanding to reduce the risk of children in their care coming to harm. Staff must ensure that they seek the support of professionals when necessary to help keep children safe.	14 June 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: 2772912

Provision sub-type: Children's home

Registered provider: Gemstones Care Limited

Registered provider address: International House, The McLaren Building, 46 The Priory Queensway, Birmingham B4 7LR

Responsible individual:

Registered manager: Post vacant

Inspector

Louise Naylor, Social Care Inspector

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