

# 2775284

Registered provider: Williamson Care Limited

Monitoring visit

Inspected under the social care common inspection framework

## **Information about this children's home**

This home registered with Ofsted in June 2024 and is privately owned. It provides care for up to three children who may experience social and emotional difficulties or have learning disabilities.

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

There is no registered manager in post.

**Inspection date: 17 July 2025**

## **This monitoring visit**

A full inspection was carried out on 28 and 29 May 2025, and the home was judged as inadequate. Serious shortfalls were identified in safeguarding practice and in the leadership and management arrangements at the home.

As a result, Ofsted made the decision to suspend accommodation under section 20B of the Care Standards Act 2000. Compliance notices under Regulation 12 (the protection of children standard) and Regulation 13 (the leadership and management standard) were also issued.

The purpose of this visit was to monitor the suspension notice and any action taken by the provider to meet the steps identified in the compliance notices.

Since the last inspection, there have been changes to management arrangements. The registered manager and the responsible individual have left their respective posts. Currently, the manager post remains vacant. The provider has an interim manager in post while recruitment for a permanent manager continues. A responsible individual has been appointed and plans to apply to Ofsted.

Additional training has been provided to the current staff team, and staff have reflected on previous incidents that have occurred in the home. However, since the inspection, staffing levels in the home have reduced due to staff resignations. As a result, there are currently insufficient staff to meet children's needs. Recruitment is underway to address this.

The interim manager has identified areas of development for the home. However, in the absence of a manager, the interim manager's changes to the monitoring and reviewing systems have not yet been embedded into practice.

Arrangements for effective on-call systems to support staff out of hours are not in place. The provider expects the manager and responsible individual to carry out this duty. However, there is no registered manager in post, and the responsible individual's suitability to carry out the role remains unassessed due to delays in submitting their application to Ofsted.

At the case review on 18 July 2025, it was concluded that the provider has not taken appropriate action to address the shortfalls identified at the full inspection. The home does not have a manager in post and is not sufficiently staffed. Therefore, the suspension notice will remain in place.

The provider has not taken sufficient action to meet the steps identified in the compliance notices under Regulations 12 and 13. The additional requirements raised at the assurance inspection were not considered as part of this visit and will be considered at the next full inspection.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 28/05/2025      | Full            | Inadequate           |
| 11/02/2025      | Full            | Inadequate           |

## 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     |
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| <p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>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;</p> <p>help each child to understand how to keep safe;</p> <p>have the skills to identify and act upon signs that a child is at risk of harm;</p> <p>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;</p> <p>take effective action whenever there is a serious concern about a child's welfare; and</p> <p>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.</p> <p>(Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi)(b))</p> <p>Specifically, the registered provider must ensure that staff understand their roles and responsibilities in protecting children and take effective action to reduce the risk of harm to children.</p> <p>This requirement is restated.</p> | 13 July 2025 |

13 July 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—

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 staff work as a team where appropriate;

ensure that staff have the experience, qualifications and skills to meet the needs of each child;

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)(b)(c)(e)(f)(h))

Specifically, the registered provider must ensure that there is a suitably qualified and experienced manager and responsible individual in post to always manage and oversee the home.

The registered provider must ensure that there is a stable staff team in place and that all staff working at the home have the knowledge, skills and experience to provide care for children.

The registered provider must ensure that children's records are reviewed and maintained to include all accurate and relevant information and that shortfalls in staff practice are identified and addressed as part of management evaluation.

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| This requirement is restated.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |              |
| <p>The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—</p> <p>mutual respect and trust;</p> <p>an understanding about acceptable behaviour; and</p> <p>positive responses to other children and adults.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>meet each child’s behavioural and emotional needs, as set out in the child’s relevant plans;</p> <p>help each child to develop socially aware behaviour;</p> <p>encourage each child to take responsibility for the child’s behaviour, in accordance with the child’s age and understanding;</p> <p>help each child to develop and practise skills to resolve conflicts positively and without harm to anyone;</p> <p>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;</p> <p>help each child to understand, in a way that is appropriate according to the child’s age and understanding, personal, sexual and social relationships, and how those relationships can be supportive or harmful;</p> <p>help each child to develop the understanding and skills to recognise or withdraw from a damaging, exploitative or harmful relationship;</p> <p>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; and</p> | 13 July 2025 |

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| <p>de-escalate confrontations with or between children, or potentially violent behaviour by children.<br/>(Regulation 11 (1)(a)(b)(c)<br/>(2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(x)(xi))</p> <p>Specifically, the registered provider must ensure that staff support children with warmth and empathy and receive clear guidance to follow in practice.</p> <p>This requirement is restated.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |              |
| <p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children’s home; and</p> <p>have a positive experience of arriving at or moving on from the home.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>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.<br/>(Regulation 14 (1)(a)(b) (2)(a))</p> <p>Specifically, the registered provider must ensure that: they can meet the needs of children moving into the home; they are aware of children’s risks when moving in; and plans are in place to manage any conflicting needs for children living together.</p> <p>This requirement is restated.</p> | 13 July 2025 |
| <p>The quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children’s home’s overall aims and the outcomes it seeks to achieve for children;</p> <p>use this understanding to deliver care that meets children’s needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 13 July 2025 |

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| <p>ensure that staff—</p> <p>protect and promote each child’s welfare;</p> <p>treat each child with dignity and respect;</p> <p>provide personalised care that meets each child’s needs, as recorded in the child’s relevant plans, taking account of the child’s background; and</p> <p>help each child to understand and manage the impact of any experience of abuse or neglect.<br/>(Regulation 6 (1)(a)(b) (2)(b)(ii)(iii)(iv)(v))</p> <p>Specifically, the registered provider must ensure that staff support children’s individual care needs.</p> <p>This requirement is restated.</p> |                     |
| <p>The registered person must maintain records (“case records”) for each child which—</p> <p>include the information and documents listed in Schedule 3 in relation to each child;</p> <p>are kept up to date; and</p> <p>are signed and dated by the author of each entry.<br/>(Regulation 36 (1)(a)(b)(c))</p> <p>Specifically, the registered provider must ensure that children’s records are maintained, updated, and include accurate information.</p> <p>This requirement is restated.</p>                                                                                              | <p>13 July 2025</p> |
| <p>The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p>                                                                                                                                                                                                                                                                                                                                | <p>13 July 2025</p> |

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| <p>help each child to achieve the child's education and training targets, as recorded in the child's relevant plans;</p> <p>understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers;</p> <p>help each child to understand the importance and value of education, learning, training and employment;</p> <p>promote opportunities for each child to learn informally;</p> <p>maintain regular contact with each child's education and training provider, including engaging with the provider and the placing authority to support the child's education and training and to maximise the child's achievement; and</p> <p>help each child to attend education or training in accordance with the expectations in the child's relevant plans.<br/>(Regulation 8 (1) (2)(a)(i)(iv)(v)(vi)(x))</p> |                     |
| <p>The registered person must ensure that—</p> <p>within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—</p> <p>the name of the child;</p> <p>details of the child's behaviour leading to the use of the measure;</p> <p>the date, time and location of the use of the measure;</p> <p>a description of the measure and its duration;</p> <p>details of any methods used or steps taken to avoid the need to use the measure;</p> <p>the name of the person who used the measure ("the user"), and of any other person present when the measure was used;</p> <p>the effectiveness and any consequences of the use of the measure; and</p>                                                                                                                                            | <p>13 July 2025</p> |

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| <p>a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;</p> <p>within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—</p> <p>has spoken to the user about the measure; and</p> <p>has signed the record to confirm it is accurate; and</p> <p>within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure.</p> <p>(Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c))</p> <p>Specifically, the registered provider must ensure that consequences are clearly recorded and include a review of the effectiveness of the measure.</p> |              |
| <p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation;</p> <p>an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious;</p> <p>there is an allegation of abuse against the home or a person working there;</p> <p>a child protection enquiry involving a child—</p> <p>is instigated; or</p> <p>concludes (in which case, the notification must include the outcome of the child protection enquiry); or</p> <p>there is any other incident relating to a child which the registered person considers to be serious.</p> <p>(Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))</p>                                                     | 13 July 2025 |
| <p>Schedule 4 sets out the other information that the registered person must keep in relation to a children's home.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 13 July 2025 |

The registered person must—

maintain in the home the records in Schedule 4;

ensure that the records are kept up to date; and

retain the records for at least 15 years from the date of the last entry. (Regulation 37 (1) (2)(a)(b)(c))

Specifically, the registered provider must ensure that rotas include the actual hours that staff work at the home, including those of the interim manager.

## 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:** 2775284

**Provision sub-type:** Children's home

**Registered provider:** Williamson Care Limited

**Registered provider address:** Mayes Business Partnership, 22 to 28 Willow Street, Accrington BB5 1LP

**Responsible individual:**

**Registered manager:** Post vacant

## Inspector

Suzanne Birchall, Social Care Inspector

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