

2775397

Registered provider: Coven Care Homes Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private company. They provide care for up to two children who experience social and emotional difficulties and/or have learning disabilities.

There is a permanent registered manager in post, who is suitably experienced and qualified. The registered manager was not present at the inspection.

At the time of the inspection, one child was living at the home. They were present and spoke with the inspector.

Inspection dates: 17 and 18 December 2025

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 3 September 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/09/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

One child moved on from the home due to becoming an adult. They experienced a very stable period while living at the home. They made good progress with their independence skills and completed their college course. There was excellent transition planning by leaders and managers. They worked in close partnership with the local authority to secure the right plans and provided significant preparation work with the child. The child had some enriching experiences with staff when living at the home. For example, attending football matches and going on a holiday abroad. The manager has kept in contact with them, an opportunity they have keenly welcomed.

One child moved to the home and did not settle well. Managers quickly recognised that staff could not keep them safe. Senior leaders and the manager took decisive action for them to move on. While this was not a good experience overall for them, they have also chosen to stay in contact with the registered manager.

After a period of the home being vacant, a child has recently moved in. They moved from another of the organisation's homes, due to some unsettlement there. The child has been well supported by staff through this transition. As a result, they have settled in very well. Leaders and managers actively consulted with the placing authority and took the child's views into account in making this move a permanent decision.

Managers have taken swift action to secure education for the child. As a result, the child is engaging in home tuition and enjoying this. Managers have also ensured that the necessary health services are available to the child. They have quickly recognised their health complexities and potential unmet health needs, taking action to address this.

Staff have helped the child pursue their keen interest in gymnastics. As a result, they have joined a local club, and their skills have been recognised, as they now have a place in the competition squad. The child proudly showed the inspector a trophy and medal they had achieved in a recent competition. Managers have liaised with the club staff; this has ensured that they understand and accommodate the child's needs.

Staff have encouraged the child to enjoy a range of activities including therapeutic colouring, baking, pumpkin picking and pamper nights. Managers and staff actively listen to the child and seek out their views, taking time to understand their feelings and choices. As a result, the child welcomes their company and support and has built trusted relationships with staff.

How well children and young people are helped and protected: good

Managers and staff understand the child's risks and vulnerabilities. Their plans are comprehensive and updated frequently to reflect current needs and risks. These plans provide staff with a wealth of strategies to help manage risks for the child.

Staff plan carefully for the important topics to discuss with the child to help them learn about keeping themselves safe. Managers provide staff with guidance and resources to support these discussions and maximise the child's learning. Staff confidently talk to the child about sensitive topics. This includes helping them to reflect after incidents and addressing emerging risks. Recent topics of discussion include self-harm and regulation, safe storage of sharp items in the home, self-esteem and risks of vaping.

The child is encouraged to be part of their own safety planning. For example, staff worked with the child to create a poster naming some safe alternatives to self-harm to manage emotions. Furthermore, staff talk to the child about the measures that are in place for their safety. As a result, the child usually respects these measures and boundaries.

Managers are diligent in sharing any information and concerns relating to the safety of the child, with partner agencies. Additional resources are implemented without delay, for example a waking night staff member was added to the staffing ratio due to the heightened risk of self-harm.

Staff are attentive to the child and curious about any changes in their presentation, emotions or behaviour. They are very nurturing, and they actively use the home's therapeutic model of care. They talk with the child and offer ideas for 'grounding' when their emotions are heightened. Staff actions are effective in helping the child to become or remain calm.

The downstairs of the home has a motion alarm system in place that is used at nighttime for safeguarding purposes. However, this is not reflected in the child's plans. The use of this has not been assessed since the child moved to the home. This could impinge upon their privacy.

The effectiveness of leaders and managers: good

The day-to-day running of the home is currently overseen by the registered manager of another home, within the organisation. The staff team has also transferred to the home. This decision was made to provide consistency of care and to sustain relationships for the child who moved in recently. However, the home's registered manager maintains good overall oversight and responsibility.

The responsible individual is pivotal in the leadership and management of the home. They are very present and active in their role. Leaders and managers are effective in

their oversight of the home, understanding the home's strengths and areas for development.

There have been a high number of staff changes at the home, due to movement of children and a period where the home was vacant. Following further recruitment there is now a full staff team at the home. Staff have been safely recruited. Leaders and managers aim to be overstaffed to allow for contingencies. Although most of the staff team are relatively new to the organisation; they do bring varied and relevant experience to their roles.

There is a structured and detailed approach to staff induction to the home, from an initial induction period to ongoing development throughout the probation period. This equips staff well with the foundations for understanding their roles and providing quality care. Agency staff also have a suitable introduction to working at the home.

Staff training is prioritised at the home; they are provided with training in a range of topics. Staff have received training to meet the specific needs of the child in their care. They receive supervision on a regular basis. This provides opportunity for reflection and goal setting to scaffold their on-going development.

There are currently no staff in a caring role who are qualified. This reduces the expertise of the workforce. Some staff do have relevant qualifications, and several staff have now commenced their qualification.

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 may only use devices for the monitoring or surveillance of children if— the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children; the child's placing authority consents in writing to the monitoring or surveillance; so far as reasonably practicable in the light of the child's age and understanding, the child is informed in advance of the intention to do the monitoring or surveillance; and the monitoring or surveillance is no more intrusive than necessary, having regard to the child's need for privacy. (Regulation 24 (1)(a)(b)(c)(d)) This specifically relates to managers ensuring that surveillance arrangements are documented in children's plans and reviewed in accordance with the child's specific needs.	17 April 2026

Recommendation

- The registered person should ensure that there are a sufficient number of suitably qualified, skilled and experienced persons in the home. In particular that they must ensure that the number of qualified staff at the home increases. ('Guide to the Children's Homes Regulations, including the quality standards', page 46, paragraph 9.37)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'.

Children's home details

Unique reference number: 2775397

Provision sub-type: Children's home

Registered provider: Coven Care Homes Ltd

Registered provider address: 9 Cairns Drive, Stafford ST16 3PW

Responsible individual: Daniel Chalenor

Registered manager: Irene Merriman

Inspector

Alison Snell, Social Care Inspector

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