

2778855

Registered provider: Care and Support (Children) Services 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. The home provides care for up to three children with social and emotional difficulties.

The manager registered with Ofsted in September 2024 and holds a leadership and management qualification at level 5.

At the time of the inspection, there was one child living in the home. The child spent time with the inspector.

Inspection dates: 7 and 8 October 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: 14 January 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/01/2025	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The child living at this home has made significant progress. Staff demonstrate a thorough understanding of the child's needs and foster meaningful, positive relationships. Their interactions are consistently calm and sincere. Staff smile and talk fondly about the child. They recognise the child's starting points and celebrate their progress and achievements.

The home environment is warm and welcoming and feels like a family home. The child's bedroom is personalised and comfortably furnished, with pictures of family on display. Staff actively involve the child in the decoration and design of their home. This supports the child to feel a sense of security and belonging.

Staff support the child in developing skills and strategies to manage conflict and difficult emotions. For example, staff encourage the child to explore their feelings and experiences through writing. This provides the child with a safe space for expression and enables them to manage their emotions. Clear, consistent and age-appropriate boundaries are in place, which provide the child with a sense of safety and structure.

Staff encourage the child to be involved in planning and decision-making about their own care. They encourage the child to participate in their care reviews and provide the child with the opportunity to share their views at staff meetings. Staff help the child to understand complex decisions made about their life. When it may not be possible to act on the child's wishes, the staff explain the reasons why and ensure that the child has access to a suitable independent advocate.

The child has made progress in education. When school attendance was not possible, staff provided consistent support, including access to a dedicated learning environment, enabling the child to continue engaging with educational activities. Staff continue to work collaboratively with the school and have supported the child to successfully transition back to full-time education. This has contributed positively to the child's reintegration and ongoing educational development.

Staff support the child to manage identified health needs in an age-appropriate way. They encourage the child to make and attend their health appointments, and the child has made positive progress in accessing and attending medical care. Health professionals have commended staff for their effective support and improvements in the child's health engagement. Where additional needs are identified, staff act as strong advocates, ensuring the child receives appropriate and targeted support from relevant services.

Staff are committed in supporting relationships that are important to the child and have shown persistence in advocating for time with a significant family member. They work proactively with professionals and those important to the child to ensure these

interactions are both meaningful and safe. These experiences help the child to build positive memories and maintain a strong sense of identity.

The child is encouraged to participate in a wide range of activities and interests of their choosing. These form a regular part of their weekly routine. Staff enjoy seeing the child thrive as they encounter new experiences, for example attending cadets, going to the gym, supporting the local authority with interviews and meeting children with similar life experiences. These opportunities support the child's social development and build self-esteem.

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

The child says that they feel safe and that they have trusted adults they can talk to in the home. Staff demonstrate a clear understanding of their safeguarding responsibilities and take a proactive approach in keeping the child safe.

Individual up-to-date risk assessments address any known vulnerabilities for the child and set out the strategies and actions that staff should take to manage and reduce any risks. When the child is missing from care, staff use well-coordinated responses. There are clear plans in place to attempt to reduce the risk. As a result, incidents of the child going missing from care have reduced significantly.

Investigations into allegations made by the child are appropriately shared with safeguarding partners and handled in line with statutory guidance. The child is supported and protected throughout the process and is informed of the outcome. This transparent and responsive approach empowers the child and reinforces the value placed on their voice and experiences.

Staff maintain a safe and secure living environment for the child. Regular environmental checks are conducted to ensure compliance with safety standards. Medication is stored securely. Staff are recruited safely. Pre-employment checks are thorough and ensure that the child is cared for by suitable adults.

Staff provide children with clear support and expectations for their behaviour. Positive behaviour is consistently promoted; staff are skilled at helping the child calm down when they are upset or angry. The use of restraint is minimal and is only used when necessary to protect the child and the staff around them. Staff and children are provided with an opportunity to speak about the incident. However, this is not always with a person who was not involved in the incident. This could impact on the child feeling comfortable enough to raise any concerns about what happened if needed.

The effectiveness of leaders and managers: good

The staff team is led by a dedicated registered manager who demonstrates high aspirations for the child in his care. He has a clear understanding of the child's needs and consistently models healthy parenting. Additional mentoring provided by both

the registered manager and deputy manager supports continuous staff development. This approach also reinforces the expectation that the child should consistently receive high-quality, nurturing care.

The registered manager demonstrates a clear commitment to continuous improvement. Since the last inspection, he has taken effective steps to strengthen team stability. Research in practice has enabled him to deepen his understanding of the team's culture and values. These initiatives are fostering a more cohesive staff team, which in turn supports greater stability and consistency for the child.

Staff understand and respond to the individual needs of the child. The registered manager ensures that staff access specialist training tailored to the child's specific needs. Learning from this training is embedded into daily practice through regular team meetings and frequent supervision, enabling staff to consistently provide personalised and sensitive care. Staff report that the training supports their ongoing development, helping them to build new skills and deepen their understanding of the child's needs and vulnerabilities.

The registered manager has a range of monitoring systems in place to support his oversight of the child's quality of care. These systems have improved since the previous inspection. Oversight of staff practice is clear, and when needed, this leads to challenge, discussion and shared learning. The manager uses reports from the independent visitor and peer audits to review and improve practice.

There is sufficient staffing in place to meet the child's needs. The registered manager has taken steps to ensure that, where necessary, staff are undertaking qualifications relevant to their roles. However, the manager has not done enough to ensure that the qualification held by one member of staff is equivalent to that required by regulation.

What does the children's home need to do to improve?

Recommendations

- The registered person should ensure that records of restraint are kept and should enable the registered person and staff to review the use of control, discipline and restraint to identify effective practice and respond promptly where any issues or trends of concern emerge. In particular, the registered manager should record the effectiveness of restraints used and ensure the child and staff have the opportunity to reflect with a person not involved in the situation. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraph 9.59)
- The registered person should consider qualification requirements for staff as listed in Annex A. In particular, the registered manager should review staff's existing qualifications to consider equivalency to the Level 3 Diploma for Residential Childcare, and when gaps are identified, they should act to ensure that relevant units or qualifications are completed in a timely manner. In addition, a record of information they have considered to establish 'equivalence' should be kept. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.6)

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: 2778855

Provision sub-type: Children's home

Registered provider: Care and Support (Children) Services Ltd

Registered provider address: 77 Francis Road, Edgbaston, Birmingham B16 8SP

Responsible individual: Kauser Parveen

Registered manager: Creaton Allen

Inspector

Julia Tompson, Social Care Inspector

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