

# 2786196

Registered provider: Mowgli Care Services Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is owned by a private organisation and provides care for up to 6 children who may experience social and emotional difficulties and/or learning disabilities.

At the time of this inspection, 2 children were living at the home. They both spoke with the inspector.

A suitably qualified and experienced registered manager is in post.

### Inspection dates: 19 and 20 May 2026

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| How well children and young people are helped and protected | good |
|-------------------------------------------------------------|------|

|                                           |      |
|-------------------------------------------|------|
| The effectiveness of leaders and managers | good |
|-------------------------------------------|------|

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 3 February 2026

**Overall judgement at last inspection:** inadequate

**Enforcement action since last inspection:** This children's home was judged 'inadequate' following the full inspection on 3 and 4 February 2026. Ofsted issued one compliance notice under Regulation 13. A monitoring visit was completed on 30 March 2026. The inspector found that leaders and managers had met the actions set out in the compliance notice.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 03/02/2026      | Full            | Inadequate           |
| 11/03/2025      | Full            | Outstanding          |

## Summary of findings

The overall experiences and progress of children are good. Children live in a welcoming, well-maintained home where they feel listened to. Staff support positive progress in education, health and independence, although support to promote physical activity for one child is not yet consistent. Children benefit from strong relationships with staff and regular therapeutic input. They are encouraged to share their views, and these views are used to inform the care they receive. Safeguarding practice is effective, with children feeling safe, and incidents rare. Leaders and managers provide committed and knowledgeable oversight. Oversight of staff qualifications needs to be improved.

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

The home is welcoming and well maintained. Children have personalised bedrooms, and there are photos of them on display throughout. The garden is a welcoming space for children to spend time in. This supports children's enjoyment of the home.

Staff support children to make progress in their education. Managers and leaders are proactive in advocating for children's educational needs to be met. Staff understand and support children effectively to overcome barriers that prevent them attending school. As a result, one child is now regularly engaging with a tutor. Another child has been supported to regularly attend school after a long period out of education.

Staff generally help children with their emotional and physical health needs. Children receive regular one-to-one support from the home's in-house clinical psychologist. This supports their emotional wellbeing. When children are reluctant to attend health appointments, staff speak to children and encourage them to attend. While one child has been supported to engage in exercise, another child has not been given enough help by staff to be physically active. This has the potential to impact on the child's overall health and wellbeing.

Staff support children to develop age-appropriate independence skills. Children enjoy being involved in planning their meals and cooking with staff. Children's feedback is sought and responded to. One child wanted to learn to play the drums, and a drum kit was quickly bought for the home. The child is also being supported to start drum lessons. Children are involved in plans for their summer holiday and in attending activities that they express an interest in. This helps children to feel listened to.

Staff support children to safely spend time with their family and friends. When there are concerns about children's safety during time with their family, these are shared with the appropriate agencies so plans can be reviewed. This means that children enjoy spending time with people who are important to them and that this time is safe and positive.

One child in the home said that they feel happy and that the staff are 'brilliant'. Another child in the home said that they can speak to staff about any worries that they have. Feedback from professionals is broadly positive. The independent reviewing officer for one child said, 'I am really pleased with how [name of child] is doing. It is the right place for them. I have found the home to be nothing but helpful, and [name of child] has close relationships with staff.'

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

Children feel safe living in this home and can speak to staff if they feel worried or upset. Staff and managers act when children raise concerns and respond appropriately. This supports children to become increasingly safe. Staff have regular important conversations with children that address children's individual vulnerabilities. As a result, incidents are rare and children do not go missing from home.

Physical intervention is not used because staff understand how to support children when they feel emotionally distressed. Staff have been provided with bespoke training to recognise when physical intervention may be required to keep children safe. Staff receive regular input from an in-house clinical psychologist. This ensures that the therapeutic model of care is evident in practice. Staff involve children in creating plans to keep themselves safe. This means that children feel involved in decisions about their care. As a result, children receive help and support to manage their feelings safely.

Staff have a good understanding of the risks the internet can pose. Staff and managers take appropriate action when there are concerns about children's internet or device use. Staff have guidance on how to manage these risks. This supports children to stay safe online.

Positive behaviour is consistently promoted. This is because staff recognise and reward children when they have made positive progress. Consequences have not been used. This helps children to celebrate their achievements.

When children voice discriminatory views, staff and managers take action to address this. They have important conversations with children and make referrals to appropriate external agencies for support. This reduces the risk of this happening again and supports children to develop an understanding of appropriate behaviour.

Children know how to make a complaint and receive feedback about how their complaint has been dealt with. This means that children feel listened to.

### **The effectiveness of leaders and managers: good**

The manager of this home is conscientious and committed to ensuring that children achieve the best possible outcomes. The manager is supported by a highly visible responsible individual who is also the home's in-house clinical psychologist. They both know the children well and have a thorough understanding of the children's needs.

Leaders and managers have effective monitoring systems that ensure appropriate oversight of the home.

Managers provide staff with plans that reflect individual children's vulnerabilities. A minority of these plans provide contradictory guidance, but this has not yet impacted on children's safety and wellbeing. The manager agreed to take action to address these anomalies.

Staff like working in the home and feel well supported. This has contributed to a stable staff team, which provides consistency to children. Staff receive regular, reflective supervision that addresses any practice or performance issues. Team meetings take place regularly and are well attended. They provide staff with an opportunity to reflect on the children's needs and to develop their learning. This ensures that staff have the support they need to deliver good care to children.

Staff have training to meet children's individual needs. Most staff members in the home are qualified. However, 2 staff members have not completed their qualification within the statutory timescales, and another staff member is unlikely to. The manager has not taken effective action to address this. This does not ensure that all staff have the skills required to meet children's needs.

Leaders and managers have taken action to improve external scrutiny of the home. They have a new independent visitor and are seeking to ensure that the visitor gains meaningful feedback from children, families and professionals. This will improve oversight of the home to enable any shortfalls to be addressed.

## 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     |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| <p>For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained—</p> <p>the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or</p> <p>a qualification which the registered person considers to be equivalent to the Level 3 Diploma.</p> <p>The relevant date is—</p> <p>in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or</p> <p>in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016.</p> <p>The registered person may defer the relevant date if the individual—</p> <p>does not work, or has not worked, in a care role in a home for a prolonged period; or</p> <p>works, or has worked, in a care role in a home on a part-time basis. (Regulation 32 (4)(a)(b) (5)(a)(b) (6)(a)(b))</p> <p>In particular, the registered manager must take action to ensure that staff gain the relevant qualification within the appropriate timescales.</p> | 15 July 2026 |

## **Recommendation**

- The registered person should encourage children to take a proactive role in looking after their day-to-day health and wellbeing. Where children need to be more physically active, they should be supported by staff to do so. ('Guide to the Children's Homes Regulations, including the quality standards', page 34, paragraph 7.10)

## **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:** 2786196

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

**Registered provider:** Mowgli Care Services Ltd

**Registered provider address:** 58 High Street, Madeley, Telford TF7 5AT

**Responsible individual:** Sarah Taylor

**Registered manager:** Ana Bennett

## Inspector

Jenny Smith, Social Care Inspector

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