

# 2787325

Registered provider: SOLID GLOBAL LIMITED

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home was registered with Ofsted on 21 October 2024 and is owned by a private provider. It provides accommodation for one child who may experience emotional and behavioural difficulties, learning disabilities and mental health disorders.

One child was living in the home at the time of the inspection and spoke with the inspector.

### Inspection dates: 8 and 9 June 2026

**Overall experiences and progress of children and young people,** taking into account **good**

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:** 9 April 2025

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 09/04/2025      | Full            | Good                 |

## Summary of findings

The child receives care from a committed and nurturing team of staff who know them well and understand their individual needs. They work effectively with other professionals to promote good outcomes and support the child's needs, helping them to maintain a positive sense of identity.

The inspection identified some shortfalls in practice. For example, the home environment is not personalised to the child, and restrictive practices are not consistently recorded. However, there has been no identified impact on the child's experiences, progress or the quality of care they receive. The child continues to benefit from consistent care and support.

## Inspection judgements

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

The child is making sustained progress from their starting point and benefits from living in a stable and nurturing home. They have developed positive relationships with staff who know them well and provide care that supports their emotional security and development.

The child's views, wishes and feelings are listened to and shape their daily experiences. External professionals confirm that the child's wishes and feelings are considered. For example, when the child expressed a wish to visit their family, staff planned and prepared them for the visit, ensuring their views informed care planning. Staff work effectively with other professionals to ensure that the child's needs are understood and to support their progress.

Managers and staff value education and support the child's engagement with learning. The child previously struggled to engage with formal education but has since re-engaged in tutoring. This is having a positive impact on their development and preparation for future education.

Staff ensure that the child's health needs are well managed through coordinated support from health professionals.

Staff provide support to help the child develop independence skills in line with their individual needs and abilities. The child is encouraged to take part in everyday tasks, such as making their bed, tidying up after meals and assisting with meal preparation. This approach helps the child develop practical skills and prepares them for greater independence while recognising the ongoing support they require.

Staff support the child's identity needs. The child experiences care that promotes their identity, culture and individuality. This helps the child to develop a positive sense of self and feel valued in the home.

Feedback from professionals and family members is consistently positive and recognises the progress the child has made since moving into the home.

Managers and staff have not fully ensured that the home environment is maintained to a high standard of presentation and personalisation. This impacts on the extent to which the environment feels consistently homely and welcoming for a child to live in.

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

The child receives good care and is safeguarded in the home.

Staff understand the child's needs and risks well. This is also reflected in the child's care plans and risk assessments. This supports a consistent approach to managing known risks and helps ensure that the child receives coordinated and informed care. As a result, incidents have reduced over time. There have been no allegations, complaints or incidents of missing from home.

Staff work with the child to develop their understanding of risk in key areas such as online safety, social isolation and food safety. This helps the child make informed choices and promotes their safety and independence in day-to-day life.

Staff only use physical interventions as a last resort to keep the child and others safe. When used, these are generally proportionate to the risks, and there is evidence of management oversight of physical interventions. Post-incident practice is not consistently robust. Discussions with staff and the child following physical interventions are sometimes undertaken remotely and do not always provide sufficient opportunity for the child to fully express their views. This limits opportunities for reflection, learning and the child's involvement in understanding incidents.

Medication is sometimes used to manage behaviour in accordance with the child's care plan. The use of medication is recorded appropriately and overseen by the child's doctor. However, the practice is not consistently recorded as a use of restraint. This limits evaluation of its use and reduces oversight and assurance that restrictive practice is consistently and appropriately managed.

Managers have not ensured that effective systems are in place regarding the use of personal mobile phones when communicating about the child. This compromises the child's right to privacy and does not ensure that information is managed securely or appropriately within safeguarding systems.

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

The registered manager has been in post since April 2026. They have a good understanding of the home, having previously held the role of deputy manager. This provides continuity of leadership and supports stability in the home.

Leaders and managers have created a stable environment where the child receives consistent and individualised care from managers and staff who have high aspirations for the child.

Leaders and managers work in partnership with those involved in the child's care to support joined-up planning and promote positive outcomes. This contributes to the child receiving coordinated and consistent support.

The independent visitor's monitoring is not consistently effective in providing robust independent scrutiny, as they do not seek their own feedback from professionals or family. The use of the child's photos in the reports also impacts on the child's right to privacy. The registered manager addressed this with the independent visitor during the inspection visit.

Staff are supported through supervision and training, which helps them to meet the child's needs effectively. Staff qualifications are not always completed within the timescales prescribed in regulations, resulting in a breach of regulatory requirements. There is no identified impact on the child.

Safer recruitment processes are not consistently robust. In one instance, references were not obtained for a prospective staff member in line with regulatory requirements. This means that leaders cannot be confident that all staff are suitable to work with children.

## 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>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> <p>ensure that staff—</p> <p>understand and apply the home's statement of purpose;</p> <p>protect and promote each child's welfare;</p> <p>treat each child with dignity and respect;</p> <p>ensure that the premises used for the purposes of the home are designed and furnished so as to—</p> <p>meet the needs of each child; and</p> <p>enable each child to participate in the daily life of the home.<br/>(Regulation 6 (1)(a)(b) (2)(a)(b)(i)(ii)(iii)(c)(i)(ii))</p> <p>In particular, the registered person must ensure that appropriate arrangements are in place for sharing information relating to the child. This specifically relates to the use of personal mobile phones by staff to discuss matters relating to the child.</p> <p>In addition, the registered person must ensure that the home provides a nurturing, welcoming and appropriately personalised</p> | 7 August 2026 |

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| <p>environment that reflects the individuality, interests and experiences of the child living in the home.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                      |
| <p>The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety.</p> <p>The registered person may only—</p> <p>employ an individual to work at the children's home; or</p> <p>if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home,</p> <p>if the individual satisfies the requirements in paragraph (3).</p> <p>The requirements are that—</p> <p>the individual has the appropriate experience, qualification and skills for the work that the individual is to perform;</p> <p>full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2.</p> <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>(Regulation 32 (1) (2)(a)(b) (3)(b)(d) (4)(a)(b) (5)(a)(b))</p> | <p>7 August 2026</p> |

## Recommendations

- The registered person should ensure that following the use of pro re nata (as and when required) medication as a chemical intervention, this is consistently recorded in line with regulation and with robust management oversight. In addition, the manager should ensure that post incident discussions with staff and the child are meaningful to support learning and strengthen practice. ('Guide to the Children's Homes Regulations, including the quality standards,' page 49 paragraphs 9.59 and 9.60)
- The registered person should ensure that the independent visitor's reports provide a balanced and objective evaluation of the quality of care provided to the child. This includes seeking and recording feedback from relevant stakeholders, where appropriate, and ensuring that reports maintain the child's privacy and confidentiality by avoiding the unnecessary inclusion of photos or identifying information. ('Guide to the Children's Homes Regulations, including the quality standards,' page 65, paragraph 15.5)

## 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:** 2787325

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

**Registered provider:** SOLID GLOBAL LIMITED

**Registered provider address:** 8 Astor House, 282 Lichfield Road, Sutton Coldfield B74 2UG

**Responsible individual:** Octovus Muchemenye

**Registered manager:** Vandelia Atkinson

## Inspectors

Reshma Kodampur, Social Care Inspector  
Sonia Sullivan, Social Care Inspector

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