

2788296

Registered provider: Woodleigh Healthcare Children Services Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home registered with Ofsted in May 2024 and is privately operated. It provides care for up to two children with learning disabilities.

At the time of this inspection, one child was living at the home.

The manager is registered with Ofsted.

Inspection date: 8 April 2025

This home was judged inadequate at the full inspection on 19 and 20 February 2025. Following the inspection, several statutory requirements were set, and two compliance notices were issued under regulation 12, the protection of children standard and regulation 13, the leadership and management standard. In addition, a restriction of accommodation notice was also issued by Ofsted.

This visit was carried out to assess if leaders have undertaken the required improvements since the last inspection. Some progress has been made since the last inspection. Managers and staff continue to embed the positive changes into care practice and the leadership and management of the home. Several statutory requirements set at the last inspection were found to have been met. However, the compliance notice set under regulation 13 has not been met in its entirety and is restated.

Leaders and managers understand the areas that require ongoing improvement, and they are committed to making these changes. A new deputy manager has recently been appointed and is working effectively with the manager to implement more effective monitoring systems. Managers and staff want to make a positive difference to the child's life. They have a plan to get this home on a firm improvement trajectory.

Risk assessments are not yet comprehensive, and they fail to identify all known risks. They do not provide staff with clear guidance on how to manage the identified risks. For example, the child's risk assessment for self-injurious behaviour identifies that the child will bang their head. It fails to instruct staff to seek medical advice when the child has banged their head and the need to closely monitor their presentation for adverse health implications. Another risk assessment for travelling in the home's care includes generic information that is not specific to the child. This places the child at increased risk of harm.

There have been changes to staff since the last inspection. The current group of staff have undergone additional training, enabling them to better understand the needs of the child. Further training in communication systems has also been scheduled.

The manager has taken steps to improve the consistency of care the child receives. This has included an increased management presence in the home, providing staff with a greater level of guidance and positive role modelling. This has also strengthened the understanding of the manager in relation to staff knowledge and skills. The confidence of the staff is increasing, and the manager is setting out clear expectations of their care practice.

Staff are aware of how to meet the child's health needs. The manager has consulted with health professionals when reviewing the child's care plan, ensuring the plan reflects information within health protocols for managing the child's health emergencies and ensuring that medical advice is sought without delay. The manager is ensuring the child now has a healthy balanced diet, and there has been a significant reduction in the frequency of convenient and fast foods being provided.

Medication systems and processes have improved. The management team has greater oversight of medication administered to the child, ensuring this is in line with the prescribers' instructions. The manager has also implemented medication audits, which have been completed at the specified set frequencies. There have been no medication errors since the last inspection.

The manager understands the importance of maintaining good oversight and monitoring of care practice in the home. She reviews incidents proactively and encourages staff to learn and develop. A monthly review of all incident reports allows for progress to be recognised and for patterns of behaviour to be understood.

Staff recruitment processes have improved to ensure that children are kept safe. New staff undergo thorough checks that are designed to minimise the likelihood of children being harmed by those caring for them. The manager has implemented a system to monitor the expiry dates of Disclosure and Barring Service certificates. This reduces the risk of staff working in the home with an out-of-date police check.

The quality of written reports has improved. These contain all required information. Debriefs are carried out with the child and staff so that any learning to prevent further incidents can be identified. Responses to managing the child's behaviour have shifted from being reactive to more proactive, in supporting the child at an earlier stage. This helps to manage complex situations before they escalate.

Staff want the best for the child. Despite staff shortages, a core team of staff has persevered through some challenging times. Staff have maintained their resilience, and team morale has not been affected. They recognise the progress of the child, no matter how small this might be. For example, the child has started to access the community more frequently and has spent time away from the home to participate in family celebrations.

Leaders and managers understand the areas that require improvement. They have implemented an action plan to address these areas and make the required changes.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/02/2025	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
The children's views, wishes and feelings standard is that children receive care from staff who— take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— ascertain and consider each child's views, wishes and feelings, and balance these against what they judge to be in the child's best interests when making decisions about the child's care and welfare; help each child to express views, wishes and feelings; regularly consult children, and seek their feedback, about the quality of the home's care; ensure that each child— is given appropriate advocacy support; ensure that the views of each relevant person are taken into account, so far as reasonably practicable, before making a decision about the care or welfare of a child. (Regulation 7 (1)(c) (2)(a)(i)(ii)(iv)(b)(iii)(d)(iii)(e)) This specifically relates to ensuring that children have access to advocacy services and are provided with an opportunity to express their views and wishes, including after a restraint.	12 May 2025
The enjoyment and achievement standard is that children take part in and benefit from a variety of activities that meet	12 May 2025

their needs and develop and reflect their creative, cultural, intellectual, physical and social interests and skills. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— develop the child’s interests and hobbies; participate in activities that the child enjoys and which meet and expand the child’s interests and preferences; and make a positive contribution to the home and the wider community; and that each child has access to a range of activities that enable the child to pursue the child’s interests and hobbies. (Regulation 9 (1) (2)(a)(i)(ii)(iii)(b)) This specifically relates to the manager ensuring the child has opportunities to participate in community activities. It also relates to the child’s hobbies and interests being explored and supported.	
*The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— 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; 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. (Regulation 12 (1) (2)(a)(i)(b)) This specifically relates to ensuring risk assessments reflect the needs of the child and include guidance on how staff should respond to risks.	12 May 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; 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; 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)(f)(h)) This specifically relates to the manager embedding monitoring and review systems in the home to improve the quality of care. It also relates to staff receiving child-specific training to meet the individual needs of the child.	12 May 2025
The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that arrangements are in place to—	12 May 2025

manage and review the placement of each child in the home. (Regulation 14 (1)(a)(b) (2)(b)(ii))	
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This specifically relates to the manager ensuring that children's care plans are on file, accurate and up to date.	
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*These requirements are subject to a compliance notice.

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: 2788296

Provision sub-type: Children's home

Registered provider: Woodleigh Healthcare Children Services Limited

Registered provider address: 23 Woodleigh Close, Leicester LE5 2HW

Responsible individual: Paul White

Registered manager: Nurun Mazumder

Inspector

Zoey Lee, Social Care Inspector

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