

2788296

Registered provider: Woodleigh Healthcare Children Services Limited

Full inspection

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, and their views were considered as part of the inspection. The child moved into the home on 8 January 2025. No other children have lived at the home since it registered.

The manager is registered with Ofsted.

Inspection dates: 13 and 14 May 2025

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: 19 February 2025

Overall judgement at last inspection: inadequate

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/02/2025	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

At the last full inspection, the home was judged to be inadequate. Subsequently, compliance notices were issued in relation to the protection of children standard and the leadership and management standard. A notice restricting accommodation was also issued. A monitoring visit was carried out on 8 April 2025, during which the compliance notices were deemed to have been met. The manager, leaders and staff have worked hard to make rapid improvements to all areas of the home and its day-to-day functioning. Consequently, at this inspection, the notice restricting accommodation has been lifted.

Staff have high aspirations for the child, supporting the development of age-appropriate life skills that prepare the child for adulthood. The staff have a good understanding of the child's learning disabilities. This enables them to set realistic but also challenging goals for the child.

The child receives individualised care from staff. The child's care plan contains comprehensive and informative details about the child. Staff know the child well and have a good understanding of their needs. The child enjoys positive relationships with staff. They enjoy spending time together.

Staff are skilled at helping the child to communicate their wishes and feelings. Staff are assisting the child, who does not use spoken words, to use signs and symbols to communicate. This enables staff to understand the child's needs, wishes and feelings. As a result, the child is empowered to make day-to-day decisions about their care, such as what they eat and how they spend their time.

The child is supported in building strong, trusting relationships with staff, which form the foundation of their emotional well-being and development. The nurturing bonds between staff and the child contribute to their sense of worth.

The child's education placement has broken down. This is despite staff from the home supporting the child in school. The manager continues to work with the team around the child to create a tailored package of education. The child is encouraged to engage in education at home, focusing on life skills and development. However, there is currently a lack of structure to the child's daily routines.

Staff demonstrate a proactive approach to meeting the child's health needs. There is evidence of good liaison with external health professionals, and the child receives support in attending medical appointments. Staff monitor health outcomes effectively and respond promptly to emerging concerns, working in line with the child's health protocols.

The child enjoys a range of activities inside and outside the home. However, activities away from the home have sometimes been limited due to the child's anxieties about leaving the home to explore new things. Activities away from the home are regularly offered and attempted; however, records need to better reflect the opportunities provided and action taken to support progress in this area.

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

The manager and staff have a thorough understanding of the child's risks and vulnerabilities. The child's individual risk assessments are comprehensive and are subject to regular review by the manager. The staff work in collaboration with other professionals, including child and adolescent mental health services, health professionals and the child's social worker. This is an effective approach to safeguarding.

Staff respond well to behaviours that are more challenging to manage. Staff use effective strategies that help the child to regulate their emotions, such as change of face, using helpful known phrases or providing time and space.

When necessary, staff will physically intervene to keep the child and others safe. They use the least force and measure possible. The child and staff are spoken to afterwards to support their well-being. The manager reviews each incident, identifying lessons learned and ensuring that they inform practice. However, not all holds used are clearly recorded, which has not been identified in the manager's review.

The manager has responded to an allegation against a staff member in accordance with guidance. Managers work with safeguarding partners to ensure that allegations are reported promptly and appropriate action is taken. This allegation currently remains under investigation.

The home environment has been significantly improved, creating a more welcoming, safe and nurturing space for the child. Recent improvements include new, comfortable furnishings and personal touches that reflect the child's interests and promote a sense of inclusion, as well as garden resources, including a swing and sensory play area. The child's bedroom has been personalised to reflect their individual tastes and preferences, creating a sense of belonging.

The effectiveness of leaders and managers: good

The manager is very ambitious for the child, the staff and the home's development. She is supported by an equally committed deputy manager. The manager is aware of her strengths and areas for development, as well as those of the staff and the home.

Staff hold the manager in high regard. They say that she is open, approachable and supportive, both professionally and personally. The staff reported an open-door approach with leaders who welcome their feedback and ideas. This has helped boost morale and dedication in the staff team.

The manager has effective oversight and quality assurance systems in place. She knows what is happening in the home daily. Internal and external audits are regularly carried out, and any shortfalls are promptly addressed. The manager also benefits from the support of an external consultant, which is complemented by regular meetings with the responsible individual.

The induction process for new staff is thorough. Staff have access to a wide range of training opportunities that help them meet the child's needs. The staff have reported that the training they have received in Makaton, communication systems, and autism has had a positive impact on their practice. They can adapt their practice to meet the child's individual needs. This supports the personalised care provided.

There has been some staff turnover since the last inspection, with two members of staff leaving. The management team has invested time and energy into the home and is working with staff to develop and upskill them. This has been successful, with staff becoming increasingly competent and confident in their roles.

Staff have regular supervision sessions. However, these lack meaningful reflection. This is a missed learning opportunity for staff. Team meetings take place and are well attended. They include staff development sessions that use questionnaires and scenario-based exercises to enhance their expertise, allowing any gaps in knowledge to be identified and staff to develop in their roles.

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 education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to achieve the child's education and training targets, as recorded in the child's relevant plans; promote opportunities for each child to learn informally. (Regulation 8 (1) (2)(a)(i)(v)) This specifically relates to the manager ensuring that the child is provided with an in-house timetable of education until a new education placement is identified.	23 June 2025
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the date, time and location of the use of the measure; a description of the measure and its duration. (Regulation 35 (3)(b)(i)(ii)(c)) This specifically relates to the manager ensuring that records detail the purpose and the specifics of all holds used. The manager must identify any inaccuracies in the records during their review.	23 June 2025

Recommendations

- The registered person should ensure that children are offered a wide range of activities, inside and outside the home (where appropriate), and are encouraged to participate in those activities. Staff should support children's participation in clubs, volunteering and leisure activities. ('Guide to the Children's Homes Regulations, including the quality standards', page 31, paragraph 6.5)
- The registered person should have systems in place so that all staff, including the manager, receive supervision from an appropriately qualified and experienced professional, allowing them to reflect on their practice and the needs of the children assigned to their care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.2)

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: 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

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2025