

2797414

Registered provider: Chillington Close Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private company and provides care for up to two children who may experience social and emotional difficulties.

The manager registered with Ofsted in August 2025. She is also registered to manage another of the organisation's children's home.

At the time of this inspection, two children were living in the home and one child spoke with the inspector.

Inspection dates: 14 and 15 October 2025

Overall experiences and progress of children and children, taking into account	good
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How well children and children 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: 28 January 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/01/2025	Full	Good

Inspection judgements

Overall experiences and progress of children and children: good

Children experience stability through the care provided by a consistent and committed staff team. Staff demonstrate a clear understanding that children's behaviours often stem from past trauma, and they respond with empathy and insight. They know the children well and deliver therapeutically informed care that is consistent, child focused and nurturing.

Since the last inspection, one child has experienced a well-managed transition into the home. There is effective multi-agency collaboration, with managers undertaking extensive enquiries with professionals and individuals who are familiar to the child to gain a comprehensive understanding of their needs and preferences. Children are actively involved in planning, which helps to establish a foundation for positive engagement within the home. This approach enables staff to tailor care and provide effective support from the outset.

The organisation's therapeutic team works directly with the staff team, promoting and supporting their understanding of the model of care. This guidance helps staff to respond effectively to children's changing needs. Regular consultation informs and develops staff practice and strengthens relationships with children.

Children are encouraged to voice their opinions to staff and there is a strong commitment to advocacy. Staff work diligently to ensure that children have meaningful opportunities to express their views about the care they receive and the support provided by external professionals. One child was supported to make a complaint about their placing authority, which was upheld. This promotes children's rights and fosters a culture of empowerment.

Children's access to further education is prioritised. One child has been supported to secure a paid apprenticeship aligned with their interests. This opportunity not only promotes vocational development but also contributes positively to their sense of identity and belonging. Exposure to relatable mentors within a supportive professional environment enhances the child's confidence, aspirations, social inclusion and long-term outcomes.

The home is well presented and provides a welcoming, comfortable environment for children. Personalised bedrooms reflect a nurturing approach and support children's sense of identity and belonging. However, this is undermined by the presence of a designated smoking area in the garden. Although obstructed from view by a shed, it does not promote a healthy environment for children.

How well children and children are helped and protected: good

Staff demonstrate a proactive and responsive approach to safeguarding. They act promptly and appropriately when concerns arise, ensuring that children's safety and well-being remain the highest priority. This reflects a strong safeguarding culture and a clear understanding of individual responsibilities across the team.

Support plans are thorough and demonstrate a clear understanding of each child's individual needs and how these may impact others within the home. Plans are used effectively to identify potential risks and they include well-considered strategies to mitigate the likelihood of harm or disruption. Assessments also identify staff training needs, ensuring that the team is equipped with the knowledge and skills required to manage specific risks and support children safely.

Allegations made by children about staff are taken seriously. Managers respond with empathy and professionalism, adopting a restorative approach that provides opportunities for children and staff to repair relationships. Staff receive mentoring to enhance their understanding and skills in responding to children's emotional needs and concerns. As a result, children are supported to voice their concerns within a safe and respectful environment.

The storage and administration of medication are managed safely. Following a previous error, procedures have been reviewed and improved to strengthen practice. Medication audits, alongside revised processes, ensure that all staff are informed of any changes to children's medication needs and the organisation's procedures. As a result, children receive the correct medication in line with their health requirements.

Staff support and educate children to understand the importance of taking their medication, although this is not always successful. When children refuse prescribed medication, there are delays in seeking a review, which affects the timely reassessment of their health needs.

The effectiveness of leaders and managers: good

Since the last inspection, there has been a change in the leadership team. The previous manager is now the responsible individual and brings valuable insight through their existing knowledge of the home. A new manager has joined the service, bringing a wealth of experience that has positively influenced practice. They have fostered a culture of accountability and continuous improvement, with clear systems in place to monitor and enhance outcomes for children.

Despite recent changes in leadership, the home has maintained a strong sense of stability. The transition has been well managed, with minimal disruption to children, staff and the overall quality of care. Existing systems and routines remain effective, and the new manager has built upon these foundations to ensure continuity and consistency in service delivery. Staff have adapted well, and morale and engagement across the team remain high.

The manager is supported by a highly committed deputy, whose dedication contributes significantly to the effective running of the home, the maintenance of standards and staff development. Leaders have a clear understanding of the home's operational strengths and areas for development, enabling targeted improvements. This strong leadership partnership ensures consistent oversight, promotes a positive team culture and supports the delivery of high-quality care to children.

Managers have an excellent knowledge of children's starting points and the progress they have made since living in the home. They listen and respond to children's views about their goals and achievements, placing children at the heart of the service. Leaders advocate strongly on behalf of children, challenge barriers and work collaboratively with external professionals to ensure that children receive the support they are entitled to. Their efforts contribute to a culture in which children feel valued, supported and empowered to achieve their potential.

Staff feedback highlights a cohesive team culture within the home, where team members bring a valuable blend of knowledge, experience and practical skills. The team operates with professionalism and mutual respect, fostering a supportive and collaborative environment.

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

Recommendations

- The registered manager should ensure that if there are questions or concerns about a child's medication, including refusing medication, they approach the prescribing expert and request a review as soon as possible. ('Guide to the Children's Homes Regulations, including the quality standards', page 35, paragraph 7.15)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and children, 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: 2797414

Provision sub-type: Children's home

Registered provider: Chillington Close Ltd

Registered provider address: 15 Heritage Park, Hayes Way, Cannock WS11 7LT

Responsible individual: Charlotte Anderson

Registered manager: Heather Linnell

Inspector

Tonia Dubidat, Social Care Inspector

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