

2799237

Registered provider: Central and Southern Homes Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home provides long-term care for up to two children who experience social and emotional difficulties.

One child has moved out since the full inspection on 11 and 12 March 2025. One child remains living in the home.

The manager was registered with Ofsted in August 2024.

Inspection date: 8 April 2025

This monitoring visit

At the inspection on 11 and 12 March 2025, the inspector found serious and widespread shortfalls in safeguarding practices, care planning, and in leadership and management. The home was judged inadequate.

Three compliance notices were issued following this inspection to address the concerns around the safety of children, poor care planning, and the significant failures in leadership and management. This monitoring visit was to review the action taken by the provider to meet the compliance notices.

Since the full inspection, one child has left the home. The child who has remained in the home reported that they feel more settled and is relaxed and engaged with the staff team.

The inspector spent time with the child on their own, and the child articulated their views clearly that the home is now a much calmer place to live. Staff spend more time with the child and make steps to build positive relationships. There has been a significant improvement in the overall environment of the home, with repairs having been completed and steps taken to create a more homely atmosphere.

Leaders and managers have taken steps to provide more oversight of the quality of care being provided, which has included more regular supervisions and team meetings. A senior leader has also provided an increase in support for the manager and undertaken some reflective work around the previous shortfalls.

Staff have been provided with additional training, with a particular focus around enhancing their knowledge of the risks related to social media and internet use. Staff have begun to undertake work with the child to help them understand the risks. Leaders and managers have scheduled further training in the coming months for the staff team to enhance its understanding of the differing needs of children.

The manager has updated the child's plan to ensure that it includes important historical information and provides sufficient information to support staff to meet the child's needs appropriately. This is yet to be shared with the staff team.

Sufficient action has been taken to address the points raised in the three compliance notices. However, improvements require time to embed. Ofsted will continue to monitor this home.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/03/2025	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
In meeting the quality standards, the registered person must, and must ensure that staff— seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans; seek to secure the input and services required to meet each child's needs. (Regulation 5 (a)(b)) In particular, the registered person should ensure that communication with the child's placing authority and other external professionals remains consistent, even in their absence.	4 April 2025
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— understand and apply the home's statement of purpose; ensure that staff— understand and apply the home's statement of purpose; protect and promote each child's welfare;	4 April 2025

provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background; help each child to understand and manage the impact of any experience of abuse or neglect; help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult; provide to children living in the home the physical necessities they need in order to live there comfortably. (Regulation 6 (1)(a)(b) (2)(a)(b)(i)(ii)(iv)(v)(vi)(vii))	
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— meet each child's behavioural and emotional needs, as set out in the child's relevant plans; help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding; help each child to develop the understanding and skills to recognise or withdraw from a damaging, exploitative or harmful relationship; understand how children's previous experiences and present emotions can be communicated through behaviour and have	4 April 2025

the competence and skills to interpret these and develop positive relationships with children; are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same. (Regulation 11 (1)(a)(b)(c) (2)(a)(i)(iv)(v)(vii)(ix)(x))	
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; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; take effective action whenever there is a serious concern about a child’s welfare; and 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; that the effectiveness of the home’s child protection policies is monitored regularly. (Regulation 12 (2)(a)(i)(ii)(iii)(vi)(b)(e)) In particular, the registered person should ensure that both they and the staff understand the current and future potential risks and vulnerabilities for children. The registered person should also ensure that this is extended to risks around social media and mobile phone use.	4 April 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; ensure that the home's workforce provides continuity of care to 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; demonstrate that practice in the home is informed and improved by taking into account and acting on— research and developments in relation to the ways in which the needs of children are best met; and feedback on the experiences of children, including complaints received; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (a)(b) (2)(a)(b)(c)(e)(f)(d)(i)(ii)(h)) In particular, the registered person should ensure that there is effective oversight of the home at all times, including providing regular support and supervision for the staff.	4 April 2025
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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: 2799237

Provision sub-type: Children's home

Registered provider: Central and Southern Homes Limited

Registered provider address: Pitmaston House, Malvern Road, Worcester WR2 4LL

Responsible individual: Katie Howard

Registered manager: Hannah Pearn

Inspector

Helen Cushnie, Social Care Inspector

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