

2808172

Registered provider: Hand In Hand Childcare

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned and provides care for up to 3 children who may experience social and emotional difficulties. At the time of inspection 3 children were living at the home. The inspector spent time speaking with each of them.

The home was registered with Ofsted in December 2024. The manager has been registered since August 2025 and is working towards the leadership and management qualification.

Inspection dates: 3 and 4 June 2026

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people 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: 29 April 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: not applicable

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/04/2025	Full	Good

Summary of findings

Children benefit from having positive relationships with each other and staff. Also, they have tailored therapeutic assessments that inform planning, identify outcomes, and provides targeted support that enable progress to be effectively monitored.

Children are safeguarded through effective risk management, timely responses to concerns and strong multi agency working.

Leaders and managers promote a culture of reflective practice and continuous improvement, resulting in positive developments in staff practice.

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, 2 children moved into the home. One child has moved out. This was due to escalating risks; however, managers worked proactively with the placing authority, to ensure the move was carefully planned and that the ending was positive. The other child had moved in at short notice. Staff responded promptly and sensitively to help the child feel safe, reassured and supported them during a period of uncertainty. Children feel they are listened too and that staff ensure they receive good quality care.

Children and staff benefit from individualised therapeutic support and advice. Comprehensive assessments inform care planning, risk management and behaviour support strategies. Clear recommendations are shared with the children, staff and relevant professionals. Staff have access to ongoing therapeutic support, and this helps them provide consistent, individualised care, promotes emotional well-being to enables children to make progress.

Children have a range of activities that reflect their interests and hobbies. They are supported to participate in activities both together and individually. These include holidays, trips and interests, that give them new experiences and create positive memories. As a result, children develop confidence, social skills and positive relationships improving their overall well-being.

Managers and staff promote children's education and support them to attend school. Staff have a strong emphasis on children's educational outcomes, when there are barriers to children accessing education, the managers challenge this, to ensure children have the right support and educational provision. This effective advocacy helps children access education and improves future learning and development opportunities.

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

Staff respond effectively when children go missing from home. Staff know what to do and act promptly in line with the correct protocols. They actively search for the children and keep professionals and families informed. When children return, they are welcome back warmly and receive targeted support that explores risk and promotes safer decision-making. Children benefit from coordinated responses that help to reduce risk. As a result, missing from home incidents have significantly reduced.

Children receive one-to-one support from staff who know them well. Staff know how to respond when children need support with their emotional wellbeing. Good quality care is informed by children's individual plans and therapeutic assessments focused on their need as and vulnerabilities. They help children to gain a better understanding of risk and support them to develop resilience. This helps them to make safer choices and progress towards their individual goals.

Children's needs and risks are consistently identified, understood and acted upon. Safeguarding concerns are responded to swiftly and robustly. Referrals to the local authority designated officer, supporting effective external oversight and scrutiny. Reflective learning is embedded through meaningful discussions, supervision and team meetings. This enables practice to be continually reviewed and strengthened, enhancing staff confidence and competence to keep children safe.

Physical intervention is only used to ensure that children and others are kept safe. All incidents are subject to review, with themes and patterns explored in partnership with the homes therapeutic support. This provides guidance and opportunities for staff to reflect on incidents and understand the underlying causes of behaviours. Since this approach was adopted, incidents involving physical interventions have reduced.

The effectiveness of leaders and managers: good

The manager is kind, empathetic and child focused. She has high aspirations for children's outcomes and remains committed to ensuring their time at the home is positive, safe and supportive. Children feel able to approach managers and the staff team, they are confident they will be listened to, and any concerns will be acted upon promptly. Children experience trusting relationships with adults, feel safe and valued.

Managers and staff work collaboratively with other professionals to ensure children benefit from a coordinated, multi-agency approach. These relationships are highly valued and where challenges arise, they are addressed in a restorative and child focused manner. This helps maintain effective working partnerships. Professionals, say they value excellent open communication and reflective discussions. As a result, multi-agency working is collaborative, transparent and child focused.

Leaders and managers have robust monitoring systems in place. This provides effective oversight of the home, staff practice and children's progress. They have a clear understanding of the home's strengths and areas for development to make improvements. Staff are committed to continuous professional development. Consequently, children receive good quality care, that is informed from staff practice being reflective and child centred.

Staff benefit from development days and access to therapeutic support. This enhances their understanding of children lived experiences and informs their approaches. One staff member said, 'Managers are accessible and effective problem-solving and responding to feedback'. Supervision and team meetings take place regularly and are reflective and child focussed. However, two staff members have been unable to complete their qualification within expected timescales due to the liquidation of the external training provider. Managers have responded promptly and alternative arrangements are now in place. As a result, staff feel supported, valued and committed to their role.

No requirements or recommendations have been made during this inspection.

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: 2808172

Provision sub-type: Children's home

Registered provider: Hand In Hand Childcare

Registered provider address: Wallace Crooke, 20 Birmingham Road, Walsall WS1 2LT

Responsible individual: Rajvinder Kaur

Registered manager: Kiran Raj

Inspectors

Mandy Wake, Social Care Inspector

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