

# 2810460

Registered provider: Nurturing Haven Limited

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 three children who have may learning disabilities and/or experience social and emotional difficulties.

The home was registered with Ofsted in December 2024. This was the home's first inspection. The registered manager's post has been vacant since August 2025. There is an acting manager in post, who has submitted her application to Ofsted to be registered.

### Inspection dates: 9 and 10 September 2025

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| 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:** not previously inspected

**Overall judgement at last inspection:** not applicable

**Enforcement action since last inspection:** not applicable

## **Inspection judgements**

### **Overall experiences and progress of children and young people: good**

At the time of the inspection, two children were living in the home. Since the home was registered, one child has moved out. Moves into the home are well planned. Staff are understanding of children's individual needs, ensuring that they have opportunities to visit the home, ask questions and seek reassurance. This helps children to feel prepared and supported when moving in. The child's move out was due to escalations in behaviour that compromised their safety. Although the move was arranged at short notice, staff managed this in a planned and coordinated way. They supported the child with sensitivity, taking them safely to their new home and remaining until the child felt settled and secure.

Children's education is prioritised by the staff. One child has benefited from remaining in their existing school, supporting stability and progress. For another child without current provision, the manager has taken appropriate action by escalating concerns to the local authority and implementing a structured education plan within the home. This daily learning routine is helping the child to re-engage with education and prepare for future school attendance. As a result, both children are developing their focus, understanding the value of learning, and making good progress.

Staff know the children well and respond to them with consistency, warmth and affection. They recognise how children's past experiences and developmental needs influence behaviour and remain reflective and creative in their approach to caring for them. For one child, staff identified that bedtime can be difficult. In response, the deputy manager has developed a clear plan for staff to follow that takes account of the child's individual needs and evening routine. This consistent and sensitive approach helps the child feel supported, reduces anxiety and promotes a calmer bedtime experience.

Children benefit from clear plans completed by the manager and staff. These are child focused and identify clear actions and targets, enabling progress to be monitored and reviewed. However, statutory documentation from the children's placing authorities is not always up to date or easily accessible. This creates some uncertainty regarding long-term plans and family time arrangements. The manager has responded promptly by seeking clarification from relevant authorities. As a result, children continue to receive well-structured daily care, and the manager is actively working to improve clarity and consistency in their long-term plans.

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

Staff have a good understanding of risks to children and respond well to these. They work in line with detailed behaviour support plans, which are kept under regular review. When concerns escalate, managers ensure a coordinated response from external professionals, promoting continuity of care. One social worker praised the staff's strong communication, stating, 'I'm updated regularly with everything I need to know.' Staff

engage children in conversations appropriate to their age and stage of development. This helps children develop insight into their actions, understand consequences, and begin to take ownership of their behaviours in a supported way.

Managers and staff respond to incidents of self-injurious behaviour with patience, care and compassion. They seek medical attention as needed and adapt their approaches to carefully consider how routines and responses may affect children. Regular reflection and review ensure that care remains responsive and effective. This helps children to feel understood, safe and valued and to develop healthier coping strategies through trusting relationships and consistent support.

The manager has taken proactive steps to recruit a staff team to meet children's needs, with safer recruitment processes clearly recorded. However, for one member of staff, the reasons for leaving previous roles working with children remains unclear. Despite attempts to verify this, the lack of clarity has not been robustly challenged or fully explored. This limits the effectiveness of recruitment processes and impacts on safeguarding checks.

Staff use physical intervention only as a last resort to ensure the safety of children. The interventions typically involve low-level techniques such as guiding and deflecting. However, there have been instances where untrained methods have been used in response to immediate safeguarding concerns. In such cases, leaders review the incidents and assess the actions taken as necessary and proportionate. Despite this oversight, the rationale and decision-making process are not always clearly recorded. This lack of consistent documentation can undermine transparency, hinder reflective practice and limit opportunities for improvement.

### **The effectiveness of leaders and managers: good**

The home has experienced numerous changes in management and leadership since registration. However, it is now led by a suitably experienced manager who is child focused, motivated and has high aspirations for the children, staff and overall development of the home. During her short time in post, the manager has implemented positive changes and taken the time to get to know the children. As a result, children experience care from a leader who understands their needs and prioritises their welfare.

Staff are positive about their experiences of working in the home. They say they feel well supported by leaders and colleagues alike and that the manager is present and available to them. One staff member said of the manager, 'Since they arrived, they have spent time daily with the children and staff and this has been really positive.' The manager's active participation in day-to-day care fosters a culture of shared responsibility and collaboration. This visible leadership strengthens team cohesion, boosts morale and reinforces a child-centred approach to care.

The manager demonstrates a clear commitment to fostering a learning culture within the home. She actively facilitates team meetings that provide space for reflection, constructive challenge and shared learning. This approach encourages open dialogue

and professional growth, strengthening staff confidence and enhancing the consistency and quality of care provided to children.

A therapist has been identified to support staff in developing a deeper understanding of the children's lived experiences and emotional needs. This investment in staff development not only improves therapeutic care but also results in a more empathetic and informed workforce.

## 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        |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <p>The registered person must maintain records ("case records") for each child which—</p> <p>include the information and documents listed in Schedule 3 in relation to each child;</p> <p>are kept up to date. (Regulation 36 (1)(a)(b))</p> <p>In particular, ensure that children's statutory documentation is obtained, up to date and accessible.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 10 October 2025 |
| <p>The registered person must ensure that—</p> <p>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—</p> <p>a description of the measure and its duration;</p> <p>details of any methods used or steps taken to avoid the need to use the measure;</p> <p>the effectiveness and any consequences of the use of the measure; and</p> <p>within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")</p> <p>has spoken to the user about the measure; and</p> <p>has signed the record to confirm it is accurate; and</p> <p>within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that</p> | 10 October 2025 |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <p>they have spoken to the child about the measure. (Regulation 35 (3)(a)(iv)(v)(vii)(b)(i)(ii)(c))</p> <p>In particular, when untrained methods are used, the rationale for these must be clearly recorded.</p>                                                                                                                                                                                                                                                                                                                                      |                 |
| <p>The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The requirements are that—</p> <p>full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (3)(d))</p> <p>In particular, the registered person should ensure that they carry out checks and verify the reasons that staff have left previous roles when working with children and vulnerable adults before they work in the home.</p> | 10 October 2025 |

## Information about this inspection

The inspector has 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:** 2810460

**Provision sub-type:** Children's home

**Registered provider:** Nurturing Haven Limited

**Registered provider address:** James House, Newport Road, Albrighton,  
Wolverhampton WV7 3FA

**Responsible individual:**

**Registered manager:** Post vacant

## Inspector

Mandy Wake, Social Care Inspector

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