

2818079

Registered provider: ACG Support Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private company. It provides care for up to three children who may experience social and emotional difficulties.

There was one child living at the home at the time of this visit.

There has been no registered manager since 22 August 2025.

Inspection date: 7 November 2025

This monitoring visit

An assurance inspection was carried out on 9 September 2025. At this inspection, the inspector found serious concerns. A case review on 10 September 2025 decided that there would be no compliance notices issued. This monitoring visit was to review the progress the service is making against the requirements and recommendations issued.

The interim manager is suitably qualified and provides strong leadership. The interim manager has recruited qualified staff, using safer recruitment checks. This means there is a fully staffed care team. This means that the manager is assured that staff are equipped to meet children's needs.

Staff participate in regular reflective practice supervision sessions to build their confidence and improve practice. There is a significant improvement in the consistency of the staff team. Staff feel valued and want to work in the home.

Staff know all of the child's plans well, including how to support them with their education. However, the strategies identified to support their school attendance are in their infancy and staff do not yet consistently implement these. This limits the child's educational progress.

The interim manager has updated the process for admitting children. The interim manager considers the ability of staff to meet the needs of children and staff are included in discussions as part of this process. Two placements have ended abruptly since the last inspection. Children were not adequately prepared for moving to a new home.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/06/2025	Full	Good

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
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— support each child's learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete independent study; understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers; promote opportunities for each child to learn informally; and help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible. (Regulation 8 (1) (2)(a)(ii)(iii)(v)(viii))	5 January 2025
The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home.	5 January 2025

In particular, the standard in paragraph (1) requires the registered person to ensure—

that arrangements are in place to—

plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child's placing authority. (Regulation 14 (1)(a)(b) (2)(b)(iii))

Recommendation

- The registered person should ensure that expectations and standards of behaviour are clear and unambiguous. In particular, responses to unwanted behaviour should be consistent and in line with agreed strategies. ('Guide to the Children's Homes Regulations, including the quality standards', page 39, paragraph 8.11)

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: 2818079

Provision sub-type: Children's home

Registered provider: ACG Support Ltd

Registered provider address: Hurren & Jubb Accountants Ltd, Unit 2, Protection House, Howard Terrace, Albion Road, North Shields NE30 2RH

Responsible individual: Andrew Pearsall

Registered manager: Post vacant

Inspector

Lisa Gordon, Social Care Inspector

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