

2822170

Registered provider: Kelwel care homes limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a private organisation and can provide care for up to one child with emotional and/or behavioural difficulties.

At the time of the inspection, one child was living at the home.

The registered manager has been in post since December 2024.

Inspection dates: 29 and 30 April 2025

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The child has lived at the home since January 2024 and made exceptional progress during this time. The child was spoken to during the inspection.

The house is bright and very well maintained. Areas of the house are personalised to the child's taste. The child's toy construction and artwork are displayed around the home, which helps the child to feel a powerful sense of belonging.

The child attends education and has achieved excellent attendance of 100%. The child previously struggled to attend school. The child is excelling in all areas of education, and has completed training courses, taken exams and achieved nationally recognised awards.

Staff support the child to integrate fully into the local community. The child enjoys baking, coffee mornings and other fundraising events for charities and events. Staff bought a personalised t-shirt to help the child celebrate their identity. This empowered the child, who wore it with pride on a national day.

The staff enjoy spending time with the child and have booked a holiday abroad. The child has been learning the language and planning the holiday itinerary. A social worker said that a year ago this was unthinkable. The child's social worker said that previously, the child was out of education, had no aspirations for the future and struggled with social relationships. Since then, the child is in a long-term relationship, attends education full time and has career goals. The child is like a different person.

When the child was asked how staff show they care about them, they said, 'they get me, they listen, they teach me to think about things differently and they are always patient'.

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

Staff help the child to feel incredibly safe and well cared for. There are very few incidents. The child has not had a missing-from-home episode. On one occasion, the child left staff without agreement due to feeling concerned about friends. This was managed extremely well by staff and the child was able to reflect and understand how to keep themselves safe.

When incidents happen, staff support the child extremely well during and after the incident. Leaders and managers take time to help the child through emotional difficulties. Staff call emergency services to provide support to the child only when necessary. Staff work closely with external professionals. Professionals are kept updated through meetings, well-detailed strategies and safety plans. This means that wider professional network are aware of what is going on for the child and how to support their welfare and safety.

Staff help the child to understand their behaviour and their emotional well-being. Highly effective care planning means that staff understand how to work with the child. Staff use an empathetic and therapeutic approach. The child has been receptive to new ways of managing their emotions and this has contributed to a significant reduction in incidents.

The child undertakes training through an online hub. The child talks to new members of staff about the importance of increasing their skills. The child sits in on interviews with new staff as part of the interview panel and is supported by staff to ask questions, such as how they would help the child with diagnosed health issues in an emergency. This reassures the child that staff can keep them safe in a crisis.

The child is in an age-appropriate, long-term relationship. Staff supervise visits and invite the child's partner to the home for celebrations and movie days. Staff talk to the child on an ongoing basis to help them to understand safe relationships and how to manage upset and frustration. This strengthens the child's ability to understand healthy ways to communicate. Staff work closely with the child's partner's family to help them get to know the child and staff.

The effectiveness of leaders and managers: outstanding

The manager is experienced and inspirational. She provides the staff with an excellent role model. She holds the relevant qualification in leadership and management.

Managers provide fantastic support to the child. They support life-story work, take them out on activities, plan holidays and model positive practice. The child said that, apart from the manager, the best thing at the home is the space to be themselves and feel safe.

Supervision sessions are regular and help staff to reflect on their own practice. Staff are given praise when they have shown areas of excellence. Each month, they celebrate an employee of the month.

Team meetings are highly effective. The meetings are conducted in a way that provides staff with a safe platform to speak freely, talk about the strengths of the home and any areas that require development. Managers encourage staff to be open and honest. This helps the staff to openly share their views and opinions.

The manager ensures that all staff are well trained and that the model of care informs their daily practice. Care plans highlight and guide this approach. This gives staff a good understanding of how to apply this in their work. There are well-planned workshops for staff on topics such as therapeutic parenting. The staff explore case studies to help strengthen their understanding of managing trauma.

The manager challenged the virtual school and social worker following discussions about the child's chosen career path. The manager sourced an advocate for the child, which led to a change of social worker. This has given the child validation and the chance to

apply to colleges in their chosen subject and volunteer in a local children's nursery. This will help the child to gain vital experience and develop new skills.

External professionals said that the managers maintain excellent communication. Everyone at the home seems happy, and the level of support for the child is exemplary.

There are no requirements or recommendations from 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: 2822170

Provision sub-type: Children's home

Registered provider: Kelwel care homes limited

Registered provider address: Jubilee House 3 The Drive, Warley, Brentwood, England
CM13 3FR

Responsible individual: Anne Wells

Registered manager: Peige Aarons

Inspector

Dan Williams, Social Care Inspector

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