

SC004085

Registered provider: Diverse Abilities Plus Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is run by an independent charitable organisation. The home provides a short-break service for up to 4 children who may have sensory impairments, physical disabilities and/or learning disabilities.

Inspection date: 6 January 2026

This monitoring visit

A monitoring visit was carried out on 22 December 2025 and inspectors found that significant medication errors had occurred in the home. They also identified concerns relating to the home's culture, management oversight and the response to medication errors. Consequently, a compliance notice was issued under Regulation 12. The purpose of this monitoring visit was to determine the progress leaders and managers had made to address concerns outlined in the compliance notice.

Leaders and managers accept that there have been serious failures in relation to medication practices and record-keeping. They are aware that these put children at risk of harm. Leaders and managers recognise that a cultural shift is needed in order to ensure that medication errors are perceived as a safeguarding incident rather than a 'normal' occurrence when caring for children with disabilities.

Leaders and managers have commenced an improvement journey. However, changes are in their infancy, and they have not been tested. A new auditing system has been devised with the aim of ensuring comprehensive oversight of medication administration. Staff have completed mandatory medication training and engaged in workshops with the registered nurse. Staff also attended a team meeting where the responsible individual explained that regular deviations from the medication policy are no longer acceptable. Most staff are satisfied with the changes, and some highlighted that communication has improved.

Leaders and managers have focused their attention on solutions and looking forward. However, there was insufficient critically reflective practice in order to inform their changes. For example, they completed limited retrospective audits and

were unable to identify any patterns or trends. Staff who had been involved in two or more medication errors had not received supervision sessions to aid their development, and some aspects of policy that created risk and vulnerabilities were not fully understood. However, leaders and managers started to take action to address this during the visit.

Further shortfalls in safeguarding practice were discussed. Managers recently became concerned that staff were failing to record accurately and consistently when children presented with injuries. On some occasions, staff failed to make managers aware of the injuries. It remains unclear whether managers notified local authorities of this shortfall. Records show that this has been an issue since August 2025. Managers assert that they have supported staff to improve their practice and recording and that reporting has improved. However, these shortfalls were discussed in a team meeting on 20 November 2025, highlighting that it is an ongoing issue that managers are seeking to address.

The registered manager has expressed feeling overwhelmed due to issues linked to staffing sufficiency. On some occasions, the home has provided a reduced service or closed due to insufficient staffing. The responsible individual has put interim support in place to help the registered manager. Leaders intend to review the capacity and capabilities of managers and team leaders, as well as involving the registered nurse in auditing activities. Leaders and managers have taken steps to address the compliance notice. However, the impact this will have on staff practice, management oversight and quality of care is not yet tangible.

Requirements and recommendations from the full inspection were not considered during this inspection. The latest requirements made at the monitoring visit on 22 December 2025 remain in place.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/09/2025	Full	Good
08/05/2024	Full	Good
25/07/2023	Full	Good
15/11/2022	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 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 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. (Regulation 12 (1) (2)(b)) The registered person should review medication processes and maintain effective oversight to ensure safe administration of medication. They should ensure that staff have the skills to manage medication in the home safely.	26 January 2026
The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. In particular the registered person must ensure that— medicine which is prescribed for a child is administered as prescribed to the child for whom it is prescribed and to no other child; and a record is kept of the administration of medicine to each child. (Regulation 23 (1) (2)(b)(c)) The registered person should ensure that medication is administered to children as prescribed by medical professionals, and that a clear and accurate record is made of this.	26 January 2026
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—	29 November 2025

helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of 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; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(c)(f)(h)) In particular, the registered person must ensure that there are clear processes in place to monitor the care and support provided in the home. This should include proper scrutiny of incidents that occur and staff's responses to them to identify any learning. The manager must ensure that they use processes of monitoring and review to make improvements in the home. In addition, the registered person must ensure that details of the care that children receive are recorded in a way that allows the reader to understand the child's experiences.	
The children's views, wishes and feelings standard is that children receive care from staff who— take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— keep the children's guide and the home's complaints procedure under review and seek children's comments before revising either document;	29 November 2025

ensure that an explanation is given to each child as soon as reasonably practicable after the child's arrival about— the children's guide; how to make a complaint or representations in relation to the home or the care the child receives and how any such complaint or representations will be dealt with; and ensure that the views of each relevant person are taken into account, so far as reasonably practicable, before making a decision about the care or welfare of a child. (Regulation 7 (1)(c) (2)(a)(c)(d)(i)(ii)(e)) In particular, the registered person must ensure that children's views about the care they receive, particularly following incidents and the use of restraint, are gained.	
The care planning standard is that children— receive effectively planned care in or through the children's home. In particular, the standard in paragraph (1) requires the registered person to ensure— that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose; that arrangements are in place to— manage and review the placement of each child in the home. (Regulation 14 (1)(a) (2)(a)(b)(ii)) In particular, the registered person must ensure that they complete and document the process of deciding whether the provision is suitable for a child to access, including how their overall needs can be met. In addition, the registered person must ensure that they document the pros and cons of different children spending time at the provision together.	29 November 2025

The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1.

29 November 2025

The registered person must—

keep the statement of purpose under review and, where appropriate, revise it; and

notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision.
(Regulation 16 (1) (3)(a)(b))

In particular, ensure a copy of the statement of purpose is updated to show information about staffing and opening times.

Recommendations:

- The registered person should ensure they consider all potential forms of restriction when reviewing staff practice. ('Guide to the Children's Homes Regulations, including the quality standards', page 47, paragraph 9.42)
- The registered person should ensure that the environment is well maintained. In particular, the registered person should ensure that the scuffed bedroom walls are decorated and that the protective covering of the television is only used when absolutely necessary. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that staff understand the importance of careful, objective and clear recording. Information about the child must always be recorded in a way that will be helpful to the child. In particular, this refers to not writing information in the first-person narrative if it is not the child's actual words. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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: SC004085

Provision sub-type: Children's home

Registered provider: Diverse Abilities Plus Limited

Registered provider address: The Beehive Centre, 13-15 Manor Avenue, Poole
BH12 4LB

Responsible individual: Claire Stacey

Registered manager: Amiee Barnett

Inspectors:

Tara Webb, Social Care Regulatory Inspector
Ashley Arkless, Social Care Regulatory Inspector

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