

SC020859

Registered provider: Progress Children's Services Ltd

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private organisation. It provides care for up to six children with learning disabilities. At the time of the inspection, four children were living at the home. The inspector spent time with all of the children.

The registered managers post is vacant.

Inspection date: 9 October 2025

Date of last inspection: 8 July 2025

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector has looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Interactions between children and the staff are warm and nurturing and staff are attentive to children's individual needs. Children express their interests through play and conversation, and staff respond with encouragement and praise, fostering a culture of child-centred care.

Since the last inspection, one child has moved on because the home could not meet their complex needs. The child's transition was sensitively managed, with social stories used to support the child to understand and process the change. One new child has moved into the home. They were warmly welcomed and have settled in well.

The environment is improved, and children live in a clean home. Children's bedrooms are personalised, and duvet covers feature their favourite cartoon characters, which promotes a sense of belonging. Work is in progress to further enhance the environment. This includes painting newly installed wall panelling in the hallway and replacing a missing curtain pole in a child's bedroom.

Children continue to be supported to maintain their identities. One child visits a hair salon to have their Afro Caribbean hair braided, which affirms their cultural heritage. However, the consideration of cultural needs within care planning remains an area for development. Addressing this gap is essential to ensure that cultural identity is embedded in all aspects of care and that children feel fully understood.

Children are safer. Risk assessments are sufficiently detailed to help staff to respond more effectively to risks and provide safe care. Notably, there have been no further incidents of children harming each other. Staff have increased awareness of children's triggers and a more proactive approach to responding to children's behaviour since the last inspection.

Record-keeping has improved and continues to be a work in progress. Incident records involving children contain clearer, more comprehensive information. This supports leaders to monitor patterns and evaluate staff practice.

Further leadership changes have occurred. The previous manager withdrew their application to register and then left the home two months ago. The operations manager is leading the home, and the recruitment of a new manager is ongoing. Leaders acknowledge that the current management arrangements are not sustainable long term, but good efforts are being made to maintain stability for both staff and children during this time.

Management monitoring tools and reviewing systems are improved. This supports the oversight of children's experiences and the daily running of the home. However, the home's statement of purpose has not been shared with Ofsted when it has been revised.

Staff report improvements in team cohesion and morale. They feel more supported and describe the home as 'like a family'. Supervision now takes place more frequently and provides staff with valuable opportunities to reflect on their practice.

Leaders ensure that staff complete the training they need to meet children's needs. New learning is being tested through quizzes and scenario-based workshops, which are helping to embed knowledge into practice.

Regular team meetings are held to ensure that managers clearly communicate expectations, promoting consistency and a shared understanding across the team. This approach strengthens accountability and supports a culture of continuous learning.

Leaders have worked hard to improve communication and relationships with children's social workers to support their progress and promote their welfare. Compliments from social workers confirm this, with improved collaboration contributing to better outcomes for children.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/07/2025	Full	Requires improvement to be good
24/09/2024	Full	Requires improvement to be good
28/11/2023	Full	Good
29/11/2022	Full	Requires improvement to be 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 within the given timescales.

Requirement	Due date
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 (3)(a)(b)) This specifically relates to managers updating the statement of purpose with changes to staffing and sending the updated document to the regulator.	5 December 2025

Recommendation

- The registered person should ensure that care planning consistently considers and reflects each child's cultural needs. This is essential to promote children's welfare and embed cultural identity into all aspects of children's care, helping them feel fully understood and supported. ('Guide to the Children's Homes Regulations, including the quality standards', page 14, paragraph 3.2)

Children's home details

Unique reference number: SC020859

Provision sub-type: Children's home

Registered provider: Progress Children's Services Ltd

Registered provider address: Progress House, 127 Millfields Road,
Wolverhampton WV4 6JG

Responsible individual: Tina Bhardwaj

Registered manager: Post vacant

Inspector

Amy Richards, Social Care Inspector

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