

SC023737

Registered provider: Ethelbert Specialist Homes Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home provides care for up to three children with social and emotional needs.

One child was living at the home at the time of this visit.

The registered manager is currently on maternity leave. Since the last inspection, the home has been jointly managed by an interim manager and the organisation's area manager.

Inspection date: 12 August 2025

This monitoring visit

The children's home was judged inadequate at the full inspection on 18 June 2025. This monitoring visit was undertaken to look at the progress made in response to the requirements issued at the last inspection. The provider has made some improvements, but several requirements have not been addressed and these are repeated.

Although some steps have been taken to improve staff's understanding of how to respond in the event of an allegation, significant shortfalls remain. Prompt action to ensure the safeguarding of children has not immediately been taken when allegations have been made. For example, a staff member did not immediately inform the on-call manager after an allegation was made against them, and they remained on duty. Action regarding the staff member was taken only when the allegation was reiterated by an external professional. In two separate instances, staff have been permitted to work in other homes within the organisation following allegations made against them. This was without any risk assessment in place, or action taken to help mitigate risk to the children living in those homes.

In one instance following an allegation, the manager failed to make the necessary referrals to safeguarding professionals; they did not recognise a child's disclosure to be a specific allegation, despite this being clearly identifiable in the incident record. In addition, managers continue to rely on external professionals to investigate allegations, rather than seeking assurance through their own inquiries. When decisions have been reached to not investigate allegations, the rationale has not been documented.

Since the last inspection, one child has moved on from the home. Some effort was made to support them to have a positive ending with staff. However, there was a lack of consideration given to supporting both children in the home to have a positive ending to their time together. Some work has since been undertaken with the child still living in the home to encourage them to reflect on and discuss the time they spent living with the other child.

One social worker shared a concern that the manager had not discussed arrangements with them before planning a holiday for a child. They were particularly concerned that the child's history and associated risks had not been fully considered when proposing that the child be supported by a single member of staff. As a result, the social worker did not give consent for the child to go on the holiday.

There has been progress made in how staff support children following the use of physical intervention. Supportive discussions are now taking place consistently and management oversight has improved. Staff now routinely ask if children require medical attention after any use of restraint; however, on one occasion, this was not offered until the following day. Staff have been reminded during team meetings of the importance of offering medical attention promptly.

Staff and the child report that the home is now calmer and more settled, and that steps have been taken to make improvements to the home and care provided. Improvements have already been made to the home environment, which is now cleaner, safer and more homely.

There has been a marked improvement in staff morale. Staff report that they have a clearer understanding of the agreed approach to supporting children and managing challenging situations. A new member of staff spoke positively about their induction, stating that they felt well supported by the manager and their colleagues and had received the necessary training before lone working with children. Staff supervision is now taking place regularly and written records of discussions are being completed.

Managers have implemented a clearer system and plan for working with education professionals, which includes regular updates to promote more effective communication.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/06/2025	Full	Inadequate
12/12/2024	Full	Good
20/03/2024	Full	Good
07/03/2023	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 within 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 staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies; 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; that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(i)(iii)(v)(vi)(vii)(b)(e)) This requirement was made at the last inspection and is restated.	26 September 2025

The registered person must prepare and implement a policy which— is intended to safeguard children accommodated in the children's home from abuse or neglect; and sets out the procedure to be followed in the event of an allegation of abuse or neglect. The procedure to be followed in the event of an allegation of abuse or neglect must, in particular— provide for the prompt referral of an allegation about current or ongoing abuse or neglect in relation to a child to the placing authority and, if different, the local authority in whose area the home is located; provide for the prompt referral of an allegation about past abuse or neglect in relation to a child to the placing authority and, if different, the local authority in whose area the alleged abuse or neglect occurred; provide for records to be kept of an allegation of abuse or neglect, and the action taken in response; describe the measures which may be necessary to protect children following an allegation of abuse or neglect. (Regulation 34 (1)(a)(b) (2)(b)(c)(d)(e)) In particular, the manager must ensure that all allegations are acted on and when decisions are reached not to investigate, the rationale for this outcome should be clearly recorded. This requirement was made at the last inspection and is restated.	29 August 2025
The registered person must prepare and implement a policy ("the behaviour management policy") which sets out— how appropriate behaviour is to be promoted in the children's home. The registered person must ensure that—	15 August 2025

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— details of any methods used or steps taken to avoid the need to use the measure; the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; 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")— has spoken to the user about the measure; and has signed the record to confirm it is accurate; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (1)(a) (3)(a)(v)(vii)(viii)(b)(i)(i) (c)) In particular, the manager should ensure that staff are clear on the approach to be taken to support appropriate behaviour from children in the home. The manager should also ensure that supportive discussions and the offer of medical attention are routinely provided to children following any use of physical intervention. This requirement was made at the last inspection and is restated.	
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare.	26 September 2025

In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home's workforce provides continuity of care to 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; demonstrate that practice in the home is informed and improved by taking into account and acting on— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(c)(e)(f)(g)(h)) This requirement was made at the last inspection and is restated.	
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— meet each child's behavioural and emotional needs, as set out in the child's relevant plans; help each child to develop socially aware behaviour;	26 September 2025

encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding; help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding; are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same; de-escalate confrontations with or between children, or potentially violent behaviour by children; that each child is encouraged to build and maintain positive relationships with others. (Regulation 11 (1)(a)(b)(c) (2)(a)(i)(ii)(iii)(iv)(v)(x)(xi)(b)) This requirement was made at the last inspection and is restated.	
The registered person must notify HMCI and each other relevant person without delay if— there is any other incident relating to a child which the registered person considers to be serious. A notification made under this regulation— must include details of— the matter; the other persons, bodies or organisations (if any) who or which have been notified; and any actions taken by the registered person as a result of the matter. (Regulation 40 (4)(e) (5)(a)(i)(ii)(iii))	15 August 2025

This requirement was made at the last inspection and is restated.	
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*These requirements are subject to a compliance notice.

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: SC023737

Provision sub-type: Children's home

Registered provider: Ethelbert Specialist Homes Limited

Registered provider address: Ethelbert Specialist Homes Limited, 17 Leigh Road, Ramsgate, Kent CT12 5EU

Responsible individual: Leslie Davenport

Registered manager: Alisia Whiteman

Inspector

Kerry Howarth, Social Care Inspector

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