

SC047483

Registered provider: Mulberry House Care Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned. It offers care for up to 3 children who may have had adverse childhood experiences.

At the time of this inspection, 2 children were living in the home and spoke about their experiences of living in the home.

The manager registered with Ofsted in July 2024 and is suitably qualified.

Inspection dates: 3 and 4 March 2026

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	outstanding
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 11 February 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/02/2025	Full	Good
27/06/2023	Full	Good
08/06/2022	Full	Good
08/03/2022	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Children benefit from trusting relationships with the manager and staff. They feel comfortable sharing any concerns and often express warmth toward them. Managers and staff respond to children with compassion and are excepting of hugs initiated by children. This helps children feel a strong sense of belonging and love.

Learning is promoted by staff, and children make progress from their starting points for example, increasing their attendance in school. When there are barriers to a child's learning managers work well with parents and professionals to challenge decisions to ensure children continue to access education. Leaders, managers and staff support learning at home, through online learning, completing homework and practising reading.

Staff support children to lead a healthy lifestyle and have access to their local health services. Leaders and managers ensure children receive help to understand any new health needs and that staff are skilled to meet them. any new health information, one child acknowledged the positive impact this had on them. Managers and staff are are attuned to any changes in children's presentations and seek appropriate support from health professionals.

Children thrive on being part of their local community through staff encouragement and commitment to enhance their opportunities and experiences. Children enjoy holidays, community events and other fun activities. Staff help children to explore their talents and interests and join clubs. This has led to children showcasing these through musical performances, dance classes and exploring career choices.

These opportunities encourage children to make friends; make positive contributions within the community they live and increase their self-esteem and confidence.

Managers and staff seek children's views, wishes and feelings about things that are important to them. Information gathered is used to provide child focused care and support. It also allows managers and leaders to act as strong advocates for children, ensuring that their voice is heard and considered when making important decisions about their lives.

Staff help children to keep in touch with people who are important in their lives. The manager builds strong relationships with those individuals so that children receive consistent care that contributes to them feeling safe and secure

Since the last inspection two children have experienced positive moves into the home and three children have moved out. One child's move from the home was in line with their plans however this was earlier than planned following an escalation in their behaviours. Two children experienced unplanned moves as assessments of their needs required specialist care and support. Leaders and managers work well with professionals who support children to ensure that they have a positive experience of moving. The

manager strongly advocates on behalf of children to ensure that future care plans consider children's needs.

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

Children feel safe. Staff's knowledge and understanding of children, help them to responded effectively and consistently to any behaviours or risks presented. Children benefit from opportunities to reflect with staff on their emotions and support them to express these in more positive ways.

The manager effectively monitors incidents involving physical interventions. Since the last inspection there has been one occasion where staff held a child in a response to keeping them safe.. The hold was proportionate and effective in keeping the child safe. Details of the incident were shared with relevant people including the child's parent and social worker.

There have been some occasions where children have not been where they are expected to be. Staff take appropriate actions; they search for children and work alongside parents and police to establish their location and return them home. Staff are nurturing towards children when they return and offer them a drink and snack. Children are provided with an opportunity to speak with a person who is independent of the home about their experiences while missing. Information gathered is used to prevent future missing periods.

Staff encourage children to be kind to each other. They respond well when there are conflicts between children by supporting them to manage their emotions. This care prevents situations escalating and means children benefit from living in a home where they feel excepted.

Appropriate precautions are taken by staff to reduce the risk of children getting hurt or sustaining injuries. They are trained in first aid and use their knowledge and skills to assess and treat minor injuries. Children receive medical attention from health professionals when serious injuries are sustained.

The effectiveness of leaders and managers: outstanding

An inspirational manager leads a dedicated and committed staff team who provide individualised care and support to children who are loved and protected.

Strong monitoring helps leaders and managers to understand the homes strengths. They have a clear vision and plans in place for further development. For example, one child is currently helping staff to develop different versions of the children's guide that are interactive and accessible to children. Systems are being designed and modified for children to access some of their electronic records. This provides children with opportunities to add comments and emojis to their records.

The manager works exceptionally well with people who are important to children. One parent described the profound positive impact the manager has had on their child and family. Another parent recognised the manager for always wanting the best for their child and spoke about how they worked together to secure a new education for the child who was at risk of permanent exclusion.

Leaders and managers form effective relationships with partner agencies.' The social worker for both children is complimentary about the care and support children receive and recognises effective communication with partner agencies and children's families as a strength.

Leaders and managers understand children's experiences and have establish nurturing relationships. They are aspirational for children and provide staff with guidance that helps children to reach their potential. Several children/young adults who no longer live in the home choose to maintain contact with the manager and staff. The manager is committed to maintaining these positive relationships at the level that is right for the young adult. Sometimes this means a high level of continued support and providing previous children with a constant and continued connection with a forever family.

A reflective and transparent culture is embedded across the staff and management team. Since the last inspection there has been one concern raised about a person who works in the home, leaders and managers took appropriate action and identified learning that has influenced changes in staff practice. Staff speak positive about the support they receive from the manager. Regular supervision and team meetings provide forums to review children's experience and agree consistent strategies to support them. Staff have their performance appraised annually, training needs and opportunities are identified, and plans are put in place to ensure staff receive training to support them in their roles and to meet the indivual needs of each child.

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: SC047483

Provision sub-type: Children's home

Registered provider: Mulberry House Care Homes Limited

Responsible individual: Lisa Hall

Registered manager: Narelle Price

Inspector

Helen Dunn, Social Care Inspector

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