

SC062309

Registered provider: Courtyard Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately operated and provides care for up to six children who may have learning disabilities, physical disabilities and/or sensory impairments. This includes one place provided for short-break services.

At the time of the inspection, four children were living at the home. No children have received short breaks since the last full inspection.

The manager registered with Ofsted in 2014.

Inspection dates: 2 and 3 December 2025

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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 30 July 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/07/2024	Full	Good
25/07/2023	Full	Good
09/11/2022	Full	Good
17/11/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The inspectors observed all children during the inspection.

No children have moved into or out of the home since the last inspection. Since no children have stayed for short breaks, this has been a consistent period for the children who live at the home.

The home environment is immaculate and meets the children's needs. The home has been decorated for Christmas and has a warm and welcoming feel with many photos of smiling children. Despite the need for specialist equipment and storage, children's bedrooms reflect each child's personality and are pleasant spaces for them to spend time in. However, the use of audio monitoring equipment has not been consented to or assessed to ensure that it remains necessary and appropriate.

All the children attend school full time, and if it is required, the staff remain with children in school so that they can be available for support. One child's physiotherapist said, '[Name of child] has progressed so much physically; this is due to the staff following what we do in school at home.' The staff also work well with school professionals to ensure that the children can access specialist sessions, including rebound and hydrotherapy.

The children living at this home have significant health needs. The staff are well trained in delivering the required care and are guided by robust plans and assessments. A considerable strength of the staff is their knowledge and understanding of the children, which allows them to respond quickly to any medical concerns and ensure that the children receive the necessary support without delay.

If children need to visit or stay at the hospital, staff remain with them to ensure their well-being and provide reassurance. The manager works closely with the children's medical professionals and ensures that staff receive any required training to continue to meet the children's needs when they return home.

Despite the children's health needs and their structured medical routines, staff ensure that they enjoy the same experiences as their peers. Recently, all the children enjoyed a holiday to the coast. This was meticulously planned and was a huge success. One child attends Rainbows, and other children enjoy rebound therapy, going to the cinema and visiting museums.

The children are supported to see their family members, who are regularly invited to the home for parties and afternoon tea. Families are very involved in their child's care and report that communication from the staff is good. For children who do not see their families, the manager uses services that provide independent visitors.

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

Children are supported by skilled and knowledgeable staff. Their competency in providing medical care to the children is regularly refreshed and revisited as needed. Staff are trained by the organisation's registered nurse, and they say they feel confident in their role.

There are stringent processes in place that aim to minimise risks to children. These include detailed handovers, regular checks of equipment and medication, and processes in place to ensure that children have everything they need in the case of emergencies when away from the home.

The manager has responded appropriately and worked with other agencies when there has been a concern around a staff member's suitability to work with the children. Additionally, recruitment processes are thorough and reduce the risk of unsuitable people working with the children.

There has been one medication error since the last inspection. Advice was sought, and this was appropriately managed. Considering the high levels and complexities of medication administration, the low number is reassuring.

Staff demonstrate a good understanding of safeguarding procedures, and safeguarding children is a standard agenda item during staff supervision sessions and team meetings.

The effectiveness of leaders and managers: requires improvement to be good

The manager is suitably experienced and qualified and is supported by a deputy manager. Both have worked at the home for many years and know the children well.

The staff report that the team members generally get along. However, a staff member raised concerns about the manager. These concerns were not addressed, and it took six months before a resolution meeting took place. During this time, the manager did not have appropriate oversight of the staff member's practice and development due to a significant breakdown in communication.

When serious incidents occur in relation to children's health needs, children's care records are not always completed fully. These gaps in recording, at critical times for children, mean that the actions taken by staff are not always clear. Additionally, staff supervision sessions and team meetings often lack detail and clarity, and some handwritten notes are illegible.

The manager is a strong advocate for the children. They have been a part of the children's lives for many years, and it is a real strength that they and the staff know the children so well. However, staff have not received training to build their skills in encouraging and supporting children to communicate their views, wishes and feelings using identified and proven methods.

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 ensure that— the privacy of children is appropriately protected; children can access all appropriate areas of the children's home's premises; and any limitation placed on a child's privacy or access to any area of the home's premises— is intended to safeguard each child accommodated in the home; is necessary and proportionate; is kept under review and, if necessary, revised; and allows children as much freedom as is possible when balanced against the need to protect them and keep them safe. (Regulation 21 (a)(b)(c)(i)(ii)(iii)(iv)) The registered person must ensure that the use of audio monitoring equipment in children's bedrooms is consented to by the children's placing authority and parents. Additionally, the use of such a measure should be assessed and continually reviewed to ensure that it remains necessary and proportionate.	16 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— helps children aspire to fulfil their potential; and promotes their welfare.	16 January 2026

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 work as a team where appropriate;

ensure that staff have the experience, qualifications and skills to meet the needs of each child; and

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)(b)(c)(h))

The registered person must ensure that any issues relating to staff practice or conduct are addressed and remedied in a timely manner, and they must also understand the impact of such issues on the quality of care provided to the children.

The registered person must ensure that the staff maintain accurate daily records for the children so that their actions can be reviewed. Additionally, records such as staff supervision sessions and team meetings should be detailed and legible.

Additionally, the registered person must ensure that the staff have received the appropriate training in communication resources used by children to support children in developing the skills to express their views, wishes and feelings.

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: SC062309

Provision sub-type: Children's home

Registered provider: Courtyard Care Limited

Registered provider address: 3 Siskin Drive, Middlemarch Business Park, Coventry
CV3 4FJ

Responsible individual: Peter Hylton

Registered manager: Gemma Ferris

Inspectors

Kerri Lynch, Social Care Inspector
Dawn Parton, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

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