

SC063813

Registered provider: DMR Services Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned. It provides care for up to six children who may experience childhood instability, which may lead to trauma and associated risks.

There has been no registered manager since July 2025. A manager has been appointed but has not yet applied to register with Ofsted.

The responsible individual left in October 2025. A new responsible individual has been appointed and Ofsted is in the process of reviewing their suitability.

At the time of this visit, no children were living at the home.

Inspection date: 4 November 2025

This monitoring visit

This home was judged inadequate at the full inspection that took place on 9 and 10 September 2025. Due to the concerns identified during the full inspection, Ofsted issued a notice restricting accommodation and two compliance notices, under regulations 12 and 13 of The Children's Homes (England) Regulations 2015.

Since the last inspection, three children have moved out of the home and the purposed responsible individual has left. Instability in the leadership and management arrangements has continued to affect consistency and children's experiences. A new manager and responsible individual have been appointed; their suitability has not yet been assessed by Ofsted.

The management team has reflected on the shortfalls identified at the previous inspection and implemented some improvements. Staff now receive regular supervision, and plans are in place to support their professional development through training and upskilling sessions. These measures aim to strengthen staff practice and improve the quality of care provided to children.

The registered person has made considerable improvements to the home environment. Restrictive practices have been reviewed; the back door is now fitted with a thumb lock rather than a key lock, to avoid restricting children's movement. Living spaces are now free from damage, creating a more welcoming and safe home for children. There has been a creative approach to developing communal areas, ensuring children have various spaces where they can spend time together or independently. This includes the addition of a sensory room to support children who may need a calm space. These changes have contributed to a more homely atmosphere.

Leaders and managers have introduced improved systems to ensure a more robust process when considering children moving into the home. This includes consulting with the local authority as part of decision-making. The effectiveness of these systems has not yet been tested and will be reviewed at future inspections.

Safeguarding processes have been reviewed and strengthened. Clear flowcharts have been implemented to ensure reporting processes are understood by staff. These include guidance on whistle-blowing and how to contact external agencies if concerns arise. Managers and staff now work in partnership with safeguarding agencies to agree and apply risk management strategies to support a child who is at risk of criminal exploitation. This includes monitoring patterns of behaviour, to understand risks and develop strategies to keep the child safe.

When physical restraint is used by staff, it is proportionate, and the least restrictive option is used to keep children safe. However, recording of incidents is poor. Leaders and managers do not ensure that children and all staff involved in incidents can reflect. This limits the registered person's ability to fully evaluate practice and support learning from incidents.

Leaders and managers have failed to complete a review of all incidents since the last inspection. In addition, the effectiveness of management oversight has been impacted by frequent changes to managerial staff. This has resulted in missed opportunities to understand children's experiences and learn from practice, compromising the care and safety of children.

As a result of this inspection, the compliance notice under regulation 13 has been reissued. The restriction of accommodation remains in place. Compliance notice for regulation 12 is met.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/09/2025	Full	Inadequate
09/12/2024	Full	Good
12/03/2024	Full	Good
17/01/2023	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 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. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h)) In particular, leaders and managers must ensure effective monitoring and oversight of the children's experiences, and information gathered identifies learning to inform improvements to practice.	30 November 2025
The registered person must ensure that— 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— the name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure;	30 November 2025

the name of the person who used the measure ("the user"), and of any other person present when the measure was used;

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

(3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c)(iv))

*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: SC063813

Provision sub-type: Children's home

Registered provider: DMR Services Ltd

Registered provider address: DMR Services, 102 Queslett Road, Streetley, Sutton Coldfield, Birmingham B74 2EZ

Responsible individual:

Registered manager: Post vacant

Inspectors

Natasha Skinner, Social Care Inspector
Dean Wilton, Regulatory Inspection Manager

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