

SC464762

Registered provider: Walsall Metropolitan Borough Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This service is run by a local authority and provides short periods of residential care for up to 6 children with physical and/or learning disabilities.

At the time of the inspection, 4 children were accessing short breaks.

The manager registered with Ofsted in April 2013 and is suitably qualified and experienced.

Inspection dates: 18 and 19 February 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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 10 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/03/2025	Full	Good
18/12/2023	Full	Good
21/02/2023	Full	Good
08/02/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The manager ensures that transitions for children starting to have breaks at the home are thoughtfully planned and tailored to each child. Staff work closely with families and other key people to gather detailed information about children's preferences and routines. Stays are introduced gradually and sensitively, enabling children to build familiarity and trust. Bedrooms are carefully prepared before children arrive, in line with their preferences, helping them feel comfortable, secure and valued from the start.

Staff provide children with care that is nurturing, well organised and responsive to their individual needs. Children are supported to develop independence in ways that are meaningful and appropriate to their abilities. Staff set individualised targets and provide encouragement and guidance. For example, children prepare snacks or make choices about their activities. This promotes confidence, self-esteem and a growing sense of achievement.

The home is well resourced, with a range of toys and equipment that reflect children's interests and development needs. Children have access to a sensory room, outdoor play equipment and pool table. Sufficient staffing levels mean that children receive attentive support and have frequent opportunities for interaction with adults.

Children have limited opportunities to take part in community-based activities because of staff sufficiency. Leaders recognise this shortfall as an area for development. Managers demonstrate a clear understanding of the action needed to strengthen this aspect of the service.

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

There have been only a few incidents at the home since the last inspection. Staff have a clear understanding of each child's needs, including their abilities and health requirements. This knowledge enables them to respond effectively and confidently to children's needs and vulnerabilities.

Staff ensure that children are cared for in a home where their safety and wellbeing are prioritised. They complete regular audits of the environment to ensure that it remains safe for children. The manager completes and implements individual risk reduction plans to provide clear guidance for staff, helping them manage potential risks in a proactive way.

There has been no use of holds, however, on one occasion, staff needed to physically intervene to prevent harm. This was managed appropriately, with staff taking proportionate action in response to the risks.

Medication administration systems are well organised, and records are clear and accurate. As a result, there have been no medication errors.

No formal complaints have been received. When a parent raised a concern informally, the manager responded promptly and appropriately. This swift action helped resolve the issue and reassured the parent, demonstrating a commitment to listening and responding constructively to feedback.

The effectiveness of leaders and managers: good

The manager is passionate about providing good quality care to children and is supported by a dedicated assistant manager. Together, they make a strong leadership team. They demonstrate a strong commitment to understanding children as individuals and know them well.

The manager advocates effectively on behalf of children. He recognises that behaviours may be an expression of unmet needs or children being unable to communicate their needs verbally. His advocacy ensures that children's voices are considered, and their experiences are understood in a meaningful way.

Monitoring systems are effective and provide leaders with good oversight of the quality of care provided. These systems support reflection on practice and help to identify strengths as well as areas for development.

The staff team is stable and experienced, which promotes consistency of care for children. New staff benefit from a thorough induction process that helps them understand their roles and responsibilities and the needs of the children they support.

The manager ensures that staff receive regular supervision, which provides opportunities to reflect on their practice, discuss children's progress and identify any support or training needs. This helps promote accountability and ensures standards of care and support are maintained.

The staff have not had annual appraisals. This is a missed opportunity for the manager and staff to reflect on their performance, development and learning.

The manager has completed a review of the quality of care provided for children; however, this does not demonstrate that children's views are considered as part of the review process. This limits leaders' ability to evidence how children's feedback informs the service's development and evaluation. Strengthening this aspect of monitoring would further enhance oversight.

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 complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it. (Regulation 45 (1) (2)(b)) This requirement was made at the last inspection and is restated.	1 May 2026

Recommendations

- The registered person should consider, and where appropriate increase, the opportunities available to children to participate in activities in the community. ('Guide to the Children's Homes Regulations, including the quality standards', page 40, paragraph 8.21)
- The registered person should ensure that all staff have their performance and fitness to carry out their role formally appraised at least once annually. This appraisal should take into account, where reasonable and practical, the views of other professionals who have worked with the staff member over the year and of children in the home's care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.5)

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: SC464762

Provision sub-type: Children's home

Registered provider: Walsall Metropolitan Borough Council

Registered provider address: Walsall Metropolitan Borough Council, PO Box 15,
Walsall WS1 1TP

Responsible individual: Jivan Sembi

Registered manager: Glen Jones

Inspector

Chrisoula Contoyianni, Social Care Inspector

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