

SC470290

Registered provider: Headway Adolescent Resources Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private provider and offers care for up to three children who experience social and emotional difficulties.

At the time of the inspection, two children were living at the home.

There is currently no registered manager at the home.

Inspection dates: 19 and 20 August 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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 9 September 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/09/2024	Full	Good
05/02/2024	Full	Good
13/09/2022	Full	Good
29/03/2022	Interim	Sustained effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

During the inspection, the inspector saw and spoke with both children living at the home. One child described staff as 'kind' and 'funny' and said that they help them when they need it.

With the support of staff, children are making progress. One child who has recently moved into the home spends time with staff which helps to make them feel welcome. A professional said that staff have quickly built trusting relationships with the child so that they are comfortable with them. Furthermore, they said that the child is thriving in their care and described staff as 'compassionate', 'understanding' and 'patient'.

Children go to school regularly and have excellent attendance. One child is planning for college, and professionals report that staff have supported another child in significantly increasing their school attendance and improving their schoolwork.

Staff encourage children to participate in regular outdoor activities. Children choose from a range of outings and trips, such as going to the beach, attending a balloon festival and visiting a holiday park. Younger children attend a range of community clubs, including swimming and tennis lessons. Staff help children maintain positive relationships and enjoy quality time with people who are important to them. Children spend frequent time with family and friends.

Staff interactions with children are warm and caring. There are pleasant conversations, positive encouragement and good-humoured interactions. Staff spend time with younger children playing games of football in the garden and going swimming together at the local pool. They go shopping for clothes with older children and enjoy takeaway evenings together.

When children move on from the home, staff ensure that they feel comfortable and safe. One child recently returned to live with their family, and the parent reported that the previous registered manager went 'above and beyond' to ensure that a challenging situation was handled professionally and that staff worked hard to ensure that the outcome was in the child's best interests.

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

Staff support children with effective routines and boundaries. Children have a regular structure at bedtime, settle well at night, and are up and ready for school each morning.

Staff said they encourage older children to widen their basic independence skills. However, it is not clear what steps staff take to ensure that children are prepared for becoming young adults. Staff do not support older children in progressing and enhancing their independent living skills.

Children use devices with internet access. There are filtering systems and device checks in place, but staff have not taught older children how to stay safe online so they can understand and recognise the risks associated with using social media.

There have been minimal safeguarding concerns in the home. There have been occasions when children have gone missing from the home, although they have not occurred recently. When children go missing, staff follow protocol and consult external professionals to keep children safe and bring them home. One incident involving restraint has occurred in the home. However, it was proportionate and only used as a last resort.

There have been no medication errors at the home. Weekly checks are carried out, and there is an efficient system in place to monitor and audit administration and storage of medication. All staff receive regular medication training, so managers are confident that they can safely manage medication for children.

Children have not made any complaints or raised any concerns about the staff. However, they understand if they have any worries or concerns, they can speak to staff for support.

Children's plans are brief and do not fully explore their needs. Effective strategies are missing because information is minimal and lacks detail. Furthermore, leaders could not locate all the requested items, although they said they are currently in the process of addressing this shortfall.

The effectiveness of leaders and managers: good

Leaders are currently recruiting a new manager. However, there is a deputy manager who is proactive, confident and has a good understanding of the children. Additionally, leaders regularly visit the home each week to support staff to ensure that they continue to provide quality care to children.

Leaders recognise shortfalls and areas of weakness in the home and plan to implement a robust system so that recording processes improve and are effective. Leaders have spent time in the home carrying out audits, so they have oversight of areas that need attention. This is to identify where additional support is needed, such as targeted independence work for older children.

Staff enjoy working at the home and say that leaders and managers support them well. Staff feel proud of the safe home environment they provide, and they give examples of progress that children have made with their support, such as increased confidence, self-esteem, and being considerate of others.

Staff are enthusiastic in the care they provide children. They said, 'As a team, we have a positive and direct impact on these children's lives, supporting them in day-to-day life and through difficult times. We do this by listening and engaging in conversations, as well as being their shoulder to cry on.'

The home has a long-standing, consistent staff team that is committed and dedicated to children. The staff have established positive and supportive relationships with the children, offering them a settled, stable and secure home. The home is fully staffed, providing consistency for children.

In the absence of a manager, leaders support staff with regular supervision and team meetings. As a result, staff receive ongoing support to ensure that their practice is a good standard for children. Additionally, a clinical psychologist provides regular consultation and clinical supervision to staff, so they have the confidence and skills to meet children's needs.

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 quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background; help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult; make decisions about the day-to-day arrangements for each child, in accordance with the child's relevant plans, which give the child an appropriate degree of freedom and choice. (Regulation 6 (1)(a)(b) (2)(b)(iv)(vi)(ix)) In particular, the registered person must ensure that staff support older children's progress and enhance their independence skills in preparation for adulthood and living independently. In particular, the registered person must ensure that children's plans contain comprehensive information about the child along with effective strategies, enabling staff to understand how to support them according to their specific needs. Furthermore, the	21 October 2025

registered person must know where to locate children's plans so they can be updated and reviewed accordingly.	
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; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm. (Regulation 12 (1) (2)(a)(i)(ii)(iii)) In particular, the registered person must ensure that children are supported in recognising online risks and understanding how to stay safe online. Additionally, staff must have the knowledge and skills to understand online safety risks so they can monitor and protect children when using devices with internet access.	21 October 2025

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: SC470290

Provision sub-type: Children's home

Registered provider: Headway Adolescent Resources Limited

Registered provider address: Headway, Malvern View, Saxon Business Park, Hanbury Road, Stoke Prior, Bromsgrove B60 4AD

Responsible individual: Neil Gray

Registered manager: Post vacant

Inspector

Emma Fryer, Social Care Inspector

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