

SC470457

Registered provider: Care and Management Services Ltd

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned and provides care for up to 3 children who have complex behaviours because of their childhood experiences.

At the time of this inspection, 2 children were living at the home.

The manager registered with Ofsted in November 2020 and is suitably qualified.

Inspection date: 11 March 2026

Date of last inspection: 12 November 2025

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector has looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Both children said they like living at the home and enjoy living together. Staff support them well. Since the last inspection, one child has moved into the home, and 2 children have moved out.

Children are supported well when they move into and out of the home. The manager carries out a thorough assessment for the children who move into the home, and staff visit them beforehand to provide clear information about the home. When children move out, staff support their transition sensitively and thoughtfully. Farewell meals are organised, and children receive goodbye cards and gifts. This personalised and caring approach prioritises children's emotional wellbeing and ensures that they feel valued, supported and prepared for the move.

Staff actively support children in understanding their behaviour and use effective strategies to help them remain calm. This approach has been successful, as only one physical intervention has been required since the last inspection. Following the intervention, staff spoke with the child to help them reflect on the situation and express their feelings.

Staff respond quickly when children go missing from the home. They work in partnership with the local police until they safely locate the child. When children return, staff spend time talking with them, providing opportunities for them to express their worries and discuss the reasons for going missing. Using their professional curiosity, staff work to understand the child's risks and implement appropriate support to minimise further missing-from-home incidents.

Since the last inspection, there has been one complaint, which the manager responded to promptly and effectively. Information was shared quickly with external professionals to prevent delays, ensuring that the child was protected from harm. These actions help children feel safe and confident in raising concerns.

Leaders have made some improvements to the home's monitoring systems; however, they remain insufficient in identifying shortfalls. Staff do not consistently record important information, including conversations with children following serious incidents and discussions with professionals about decisions to amend children's plans. These gaps in recording mean that key information about children's experiences, risks and professional decision-making is not shared effectively with relevant individuals. This undermines leaders' oversight and weakens safeguarding practice.

On two occasions, there were delays in notifying Ofsted of serious incidents, which limited the regulator's oversight. This shortfall was raised at the last inspection and remains an ongoing concern.

The home's independent visitor does not consistently seek feedback from professionals or speak with children during their visits. Leaders have not identified or addressed this shortfall. The absence of such feedback limits opportunities to enhance the home's care and services and prevents children from having the opportunity to express their views about their care with an independent person.

The manager and staff have built strong relationships with all relevant professionals, including social workers. One professional said, 'The manager attended lots of multi-agency meetings; he was very supportive.' Another professional said, 'I am very regularly updated; communication is very good.' This promotes effective multi-agency working and helps safeguard and promote children's welfare.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/11/2025	Full	Requires improvement to be good
01/10/2024	Full	Good
12/09/2023	Full	Good
28/02/2023	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 registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there. (Regulation 40 (4)(c)) In particular, the registered person must ensure that all significant incidents are reported to Ofsted.	20 April 2026
The registered person must maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c)) In particular, the registered person must ensure that all conversations with professionals and children are clearly and accurately documented. Furthermore, ensure that children's views are understood by all relevant individuals.	20 April 2026
The registered person must ensure that an independent person visits the children's home at least once each month. When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires. A visit by the independent person to the home may be unannounced.	20 April 2026

The independent person must produce a report about a visit (“the independent person’s report”) which sets out, in particular, the independent person’s opinion as to whether—

children are effectively safeguarded; and

the conduct of the home promotes children’s well-being.
(Regulation 44 (1) (2)(a)(b) (3) (4)(a)(b))

In particular, the registered person must ensure that all children are provided with an opportunity to communicate with the independent visitor and that the independent visitor seeks feedback from parents and professionals.

Recommendation

- The registered person should ensure that their internal monitoring systems are effective, particularly in relation to conversations with children and the process of professional decision-making. (‘Guide to the Children’s Homes Regulations, including the quality standards’, page 55, paragraph 10.24)

Children's home details

Unique reference number: SC470457

Provision sub-type: Children's home

Registered provider: Care and Management Services Ltd

Registered provider address: Park Business Centre, Wood Lane, Birmingham B24 9QR

Responsible individual: Susan Lau

Registered manager: Marcus Thorne

Inspector

Jas Nahar, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

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

© Crown copyright 2026