

SC471581

Registered provider: Albrighton Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private organisation. It provides care for up to two children who have a learning disability.

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

The registered provider has recently appointed a new responsible individual, and we are currently checking this person has the relevant capacity, experience and skills to carry out the role.

Inspection dates: 23 to 25 April 2025

Overall experiences and progress of children and young people, taking into account	inadequate
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How well children and young people are helped and protected	inadequate
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The effectiveness of leaders and managers	inadequate
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There are serious and widespread failures that mean children and young people are not protected or their welfare is not promoted or safeguarded, and the care and experiences of children and young people are poor, and they are not making progress.

Date of last inspection: 28 January 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/01/2025	Full	Good
07/11/2023	Full	Good
11/10/2022	Full	Good
09/06/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: inadequate

Serious and widespread failures were identified during this inspection that have an impact on how well children are provided with the help and protection they need. These failures have increased the vulnerabilities of children living in the home. At the time of the inspection, one child was living at the home and had a planned move on the second day of the inspection.

Leaders and managers fail to ensure that children are cared for by skilled staff. For example, one child required staff to help them with their personal hygiene in a way that staff were not trained to provide. Leaders and managers do not ensure that staff are following the guidance provided by multi-agency teams. This failure compromises the daily care of children and does not provide them with a safe and nurturing environment.

Staff fail to help children to understand their daily routines. For example, one child had no structure for activities, bedtime or education. This lack of routine fails to help children to feel safe and secure living in their home. When children experience difficulties going outside in the community, staff are not trained to support them. This does not provide children with new sensory experiences and leaves them isolated in their home.

Staff do not effectively help children to use their adaptive communication methods. Multi-agency professionals report that staff do not consistently follow guidance to help children communicate. For example, one child's adaptive communication method was not accessible to them. Leaders and managers do not arrange independent advocates for children. This practice fails to provide children with opportunities to share their views, wishes and feelings and to feel listened to when they report concerns and allegations.

Children benefit from visits with their family members. Parents spoke positively about the welcoming approach of the staff during visits, which helps children maintain important relationships. However, parents reported that staff did not demonstrate how they supported their child's use of adaptive communication, reflecting concerns raised by external professionals.

Children's bedrooms are clean and personalised, with photos of family members. There are plans in place to decorate the home, complete outstanding repairs and replace soiled furniture. The garden is well maintained, with plans to plant herbs and flowers. Sensory equipment is available in the garden for children to enjoy.

How well children are helped and protected: inadequate

Leaders and managers have failed to do all they can to ensure that the home is safe should there be a fire. They have not complied with fire safety standards. Two fire

doors, located in the kitchen and lounge, do not close properly. Despite being aware of this issue, leaders and managers have failed to make timely arrangements for repairs. This compromises the safety of children and staff. Fire evacuation plans are inadequate. For example, one child's plan does not explain how they are consistently supported to understand the steps to take in the event of a fire. This is a serious failing when children have additional needs.

The safeguarding culture in the home fails to keep children safe. Allegations regarding staff practice are not taken seriously by leaders and managers. For example, two members of staff failed to cooperate with the police during a safeguarding investigation. This failure does not prioritise children's safety and compromises the professional integrity of staff, leaders and managers.

Children who are on court orders to protect them do not receive the care they require. For example, leaders and managers failed to obtain a copy of the court order for one child, resulting in the child not being provided with the individualised care they needed. When there are different court orders for children, leaders and managers fail to review the impact of these on children's experiences of living together.

Children have support and risk management plans in place. Leaders and managers fail to ensure these plans record all the children's needs. For example, one child's plan does not include information about their physical health needs or how they should be supported if physical intervention becomes necessary. This fails to keep children safe and does not provide staff with effective guidance to help children.

The effectiveness of leaders and managers: inadequate

Leaders and managers do not have effective oversight of the home. There have been no audits completed since the last inspection. Parents and professionals have raised concerns about the lack of management oversight of children's care and staff practice. This inadequate oversight fails to keep children safe or support improvements.

Leaders and managers have failed to provide staff with the necessary training to understand children's needs. For example, one child has specific communication and sensory needs, but staff have not received the necessary training to understand these. This compromises the care and safety of children living in the home.

Leaders and managers have failed to provide a supportive environment for staff. Staff do not receive consistent supervision and team meetings have not been held regularly. Some staff report that they have not been supported to develop their roles. Leaders and managers have failed to access support for staff from the clinical team as outlined in the agency's statement of purpose. This does not help staff to feel valued or promote the development of their practice.

Safer recruitment procedures are in place. Parents and external professionals spoke positively about the commitment of the assistant manager. Staff said that the manager

is available to speak to. Parents and external professionals report concerns about the manager's availability, indicating inconsistency in leadership presence.

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— 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 have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(a)(b) (2)(a)(c)) In particular, the registered person must ensure that staff are suitably trained and skilled to provide consistent individual care to children and protect them from harm. This must include training to understand children's individual needs and their adaptive communication method.	4 June 2025
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—	4 June 2025

understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(f)) In particular, the registered person must have effective systems in place to review and reflect on children's experiences and progress. This must include consistent supervision and team meetings for staff to discuss children's needs and review their progress and support.	
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— demonstrate that practice in the home is informed and improved by taking into account and acting on— feedback on the experiences of children, including complaints received. (Regulation 13 (1)(a)(b) (2)(g)(ii)) In particular, the registered person must take effective action when complaints and allegations are made to ensure children are protected from harm. Staff should receive training to learn from the outcomes of complaints and allegations to improve the care and protection of children.	4 June 2025
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—	4 June 2025

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, the registered person must ensure they have effective systems for management oversight and monitoring of children's progress, staff practice and any health and safety risks in the home.

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: SC471581

Provision sub-type: Children's home

Registered provider: Albrighton Care Ltd

Registered provider address: 15 Heritage Park, Hayes Way, Cannock WS11 7LT

Responsible individual: post vacant

Registered manager: Sara Parkes

Inspectors

Siân Heffey, Social Care Inspector
Nateisha Cardoza-Evans, Social Care Inspector

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