

2837009

Registered provider: Gracebridge Care

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This multi-building children's home comprises of four bungalows, three of which are designed to accommodate one child each. It is privately owned and provides care for up to three children with social and emotional difficulties.

The manager registered with Ofsted in May 2025 and is suitably experienced.

Inspection dates: 10 to 12 November 2025

Overall experiences and progress of children and young people, taking into account good

How well children and young people are helped and protected good

The effectiveness of leaders and managers good

The children's home provides effective services that meet the requirements for good.

Date of last inspection: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

This is the first inspection of this multi-building home. One child has moved into a bungalow and no children have moved out. The child spoke with the inspector.

The child experienced a well-planned and supportive move into the home. This process included introductory visits from the manager and staff as well as visits by the child to the home, where they were shown their bungalow and became familiar with the living environment. The manager worked closely with all professionals involved to develop a clear plan, ensuring a smooth transition and continuity of care.

Staff and the manager prioritise the child's physical and emotional health and well-being. Their thorough understanding of the child's needs, alongside high aspirations, has enabled the child to make significant progress in all areas of health. One professional said, 'Since moving into the home, the child has made notable improvements in their personal hygiene.' The child now independently manages carbohydrate counting and medication administration. The social worker said, 'With staff support, they are developing a strong understanding of the importance of managing their health and diabetes.'

The child has made notable educational progress since moving into the home. Previously, they were not attending school; however, they now attend daily, engage well with learning and are making good progress. An education professional said, '[Name of child] is very bright in English and doing very well. These improvements have come since they have been living at this home.'

Staff recognise the importance of maintaining the child's relationships with significant people. Managers funded transport for one parent to spend family time with their child and supported overnight stays with another parent. Staff carefully plan these transitions and implement safety protocols to ensure the child receives appropriate support during overnight visits. This approach helps the child maintain their identity and develop a sense of belonging, contributing to positive experiences and continued progress.

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

Staff receive clear guidance to understand the child's needs and identify effective strategies to support them in achieving their goals and aspirations. The manager develops individualised plans and protocols, aligned with the home's model of care and informed by research from the in-house therapist.

Safeguarding incidents in the home have been minimal. When incidents occur, staff respond promptly and follow established safeguarding procedures to ensure the child's safety.

Disclosures and complaints are infrequent. The single complaint received was managed effectively. The manager ensured the child's safety, notified all relevant professionals within the required time frames and provided the child with an opportunity to challenge the outcome. These actions help the child to feel confident that concerns will be taken seriously and that they are safe in their environment.

Staff manage children's behaviours effectively. After incidents, the child engages in reflective discussions to explore their feelings and to understand what happened, which supports emotional development and strengthens trust with staff. Staff also participate in debriefs to understand their practice and reflect on improvements. These processes promote accountability and continuous learning. Consequently, there has only been one instance of physical intervention, used solely as a last resort.

Staff help the child to develop a clear understanding of their behaviour. Successes are celebrated through incentive systems tailored to the child's interests, independence and personal goals. This approach has supported the child to achieve their independence targets and has encouraged them to take responsibility for their actions. One professional said, 'Staff have supported [name of child] amazingly in how they now manages their own health needs.'

The effectiveness of leaders and managers: good

The manager is highly effective and demonstrates strong leadership and high aspirations for the child. She ensures that staff have the knowledge and skills to deliver high-quality care, which has contributed to the child's significant progress. One professional said, '[Name of child] has achieved so much in a short time at this home, far more than I ever expected. The registered manager is fantastic.'

The motivated and skilled staff team provides consistent support to the child. Staff access a wide range of training and research, which informs their practice and enables them to meet the child's diverse needs. Their dedication and the quality of care delivered are evident in the significant progress the child has made.

Staff receive regular support through practice-related supervision and team meetings. The in-house therapist provides additional guidance through reflective discussions, enabling staff to adopt a therapeutic, research-informed approach. This tailored support helps staff to understand and respond effectively to the child's emotional needs.

The manager places a strong emphasis on staff welfare. Staff say that reflective discussions provide valuable opportunities to consider their roles and to focus on improving the quality of care and outcomes for the child. One member of staff said, 'The home consistently prioritises the welfare and emotional well-being of [name of child].' This approach ensures that staff are well prepared and supported to deliver the highest standard of care.

Partnership working with external agencies is highly effective. The manager and staff maintain strong relationships with parents and professionals, which supports consistent care for the child. One professional said, 'Staff are going above and beyond, they have supported [name of child] so amazingly.' Another said, 'Communication is really very, very good.' Feedback consistently highlights the quality of care and support provided by the manager and staff.

The manager uses robust monitoring systems to evaluate the child's care and the home's overall performance. The therapeutic framework is fully embedded in all aspects of care and in written documentation. No requirements or recommendations were made following this inspection.

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: 2837009

Provision sub-type: Children's home

Registered provider: Gracebridge Care

Registered provider address: Arden Lodge, 946 Warwick Road, Acocks Green, Birmingham B27 6QG

Responsible individual: Richard Perry

Registered manager: Joanne Carroll

Inspector

Jas Nahar, Social Care Inspector

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