

Pegasus Havens Limited

New Home

Inspection report

20 Newhome Way
Walsall
WS3 1JH

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Date of inspection visit:
24 June 2026

Date of publication:
30 September 2026

Ratings

Overall rating for this service

Insufficient evidence to rate

Is the service safe?

Insufficient evidence to rate

Is the service effective?

Insufficient evidence to rate

Is the service caring?

Insufficient evidence to rate

Is the service responsive?

Insufficient evidence to rate

Is the service well-led?

Insufficient evidence to rate

Summary of findings

Overall summary

We carried out an unannounced visit to New Home on 24 June 2026. This was in line with our inspection priorities. Although 1 person was living at the service, we established a regulated activity was not being delivered.

This meant we were unable to complete an assessment. We have therefore made this location dormant on our register and will follow our dormancy monitoring procedures.

Following our visit, we shared information about the service with partner agencies, so they were made aware that we were unable to assess the safety and quality of care provided to the person living at New Home.

Our inspection team: Two inspectors carried out the visit on 24 June 2026.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At the time of our visit the person living at the service was not in receipt of the regulated activity of personal care.

Insufficient evidence to rate

Is the service effective?

At the time of our visit the person living at the service was not in receipt of the regulated activity of personal care.

Insufficient evidence to rate

Is the service caring?

At the time of our visit the person living at the service was not in receipt of the regulated activity of personal care.

Insufficient evidence to rate

Is the service responsive?

At the time of our visit the person living at the service was not in receipt of the regulated activity of personal care.

Insufficient evidence to rate

Is the service well-led?

At the time of our visit the person living at the service was not in receipt of the regulated activity of personal care.

Insufficient evidence to rate

New Home

Detailed findings

Background to this inspection

New Home is a care home that is registered to provide accommodation and personal care to up to 3 young people. At the time of our visit the person living at the service was not in receipt of the regulated activity of personal care.

Insufficient evidence to rate

Is the service safe?

Our findings

At the time of our visit the person living at the service was not in receipt of the regulated activity of personal care.

Insufficient evidence to rate

Is the service effective?

Our findings

At the time of our visit the person living at the service was not in receipt of the regulated activity of personal care.

Insufficient evidence to rate

Is the service caring?

Our findings

At the time of our visit the person living at the service was not in receipt of the regulated activity of personal care.

Insufficient evidence to rate

Is the service responsive?

Our findings

At the time of our visit the person living at the service was not in receipt of the regulated activity of personal care.

Insufficient evidence to rate

Is the service well-led?

Our findings

At the time of our visit the person living at the service was not in receipt of the regulated activity of personal care.