

1231458

Registered provider: Sherlock Healthcare Services Ltd

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a private organisation. The home provides care for up to three children who have social and emotional difficulties.

Two children were living at the home at the time of the inspection. The inspector spoke with both children.

A new manager was appointed in October 2025. They have yet to apply to register with Ofsted.

Inspection date: 20 November 2025

Date of last inspection: 1 July 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.

Since the last visit, one child left the home in an unplanned way. Despite this, managers and staff used a child-centred approach to ensure a positive ending. The child remained in contact with staff and expressed appreciation for their support. Staff also made sure the child's belongings were stored securely and transferred with sensitivity. These actions demonstrate the strong, positive relationships between the child and the staff team.

Leaders, together with the new manager, have begun implementing systems to strengthen oversight of all areas of the home. This includes the introduction of a range of internal auditing and review processes, alongside a full overhaul of the electronic recording system. Leaders have also appointed an improvement partner and a quality and development manager. While these are positive early steps, opportunities have been missed to ensure that serious incidents are notified to the regulator without delay. Delayed reporting reduces the effectiveness of external safeguarding oversight.

Managers and leaders have carried out several learning reviews following incidents, leading to staff completing additional training to strengthen their practice. Children are now supported by a more stable staff team, which has reduced reliance on agency workers. When agency staff are required, managers ensure that recruitment checks are thorough and provide assurance that adults are suitable to work with children.

Managers have not ensured that the independent visitor consistently seeks feedback from family members and professionals. This reduces opportunities for the home to use external perspectives to inform and improve the quality of care. In addition, managers have not demonstrated sufficient curiosity or rigour when reviewing incidents to identify and address shortfalls in practice promptly. Delays or a lack of robust managerial oversight increase the risk that children may be left vulnerable to harm.

Children say they feel safe and supported by staff. However, weaknesses in risk management mean that children remain at potential risk of harm. For example, risks relating to online safety and time spent in the community are not sufficiently mitigated. Risk management plans for episodes of going missing, free time and exploitation lack clarity and consistency, and do not provide staff with the guidance needed to safeguard children effectively. Although new risk plans have been developed, these had not been fully implemented at the time of the inspection.

Leaders and managers have a clear understanding of the areas that require improvement and have started to take action. However, many of the new measures are at an early stage and will take time to become fully embedded.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/07/2025	Full	Requires improvement to be good
16/04/2024	Full	Good
16/08/2023	Full	Requires improvement to be good
07/12/2022	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— an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(b)(e)) This specifically relates to the manager ensuring that incidents are notified without delay.	25 January 2026
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; understand the impact that the quality of care provided in the home has 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.	25 January 2026

use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(c)(f)(h))

In particular, the registered person must ensure that the independent visitor is supported to gain the views of parents and stakeholders to ensure that external feedback is used to inform the development of the quality of care provided in the home.

This also relates to the provider ensuring that when incidents are reviewed, shortfalls in practice are identified and addressed promptly to promote safe practice.

Recommendation

- The registered person should specify the procedures to be followed and the roles and responsibilities of staff when a child is missing from care or away from the home without permission. This specifically relates to risk management plans providing clear guidance for staff to follow to ensure that children are safe when they are missing or away from the home without permission. ('Guide to the Children's Homes Regulations, including the quality standards', page 45, paragraph 9.28)

Children's home details

Unique reference number: 1231458

Provision sub-type: Children's home

Registered provider: Sherlock Healthcare Services Ltd

Registered provider address: Suite LP38724, 20-22 Wenlock Road, London N1 7GU

Responsible individual: Hilton Mutariswa

Registered manager: Post vacant

Inspector

Nateisha Cardoza-Evans, Social Care Inspector

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