

1235653

Registered provider: Children of the Mangrove Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

The home registered with Ofsted in April 2016 and is privately owned. It provides care for up to five children who may experience social and emotional difficulties. At the time of the inspection, five children were living at the home.

The registered manager post has been vacant since 12 September 2025.

Inspection date: 5 November 2025

Date of last inspection: 23 July 2025

Judgement at last inspection: 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

This assurance inspection was carried out following concerns Ofsted had regarding the care of children and the home's leadership and management arrangements.

We identified the following serious and widespread concerns in relation to the care or protection of children at this assurance inspection:

- Leaders and managers have not effectively planned, or risk assessed children moving into the home.
- Leaders and managers did not share information regarding a child's allegation of harm against a staff member.
- Leaders and managers endorsed incident reports that contained inaccurate and false information.
- Staff did not follow a child's missing-from-care protocol.

As a result of this assurance inspection, Ofsted issued a suspension notice on 7 November 2025. Ofsted will monitor the provider's response to the requirements from this inspection to determine if any further action is necessary.

Leaders and managers fail to plan effectively for, and assess the risks for, children moving into the home. One child moved in for a single night before being moved the following day by their placing authority. Leaders did not carry out a risk or suitability assessment before the child moved in, placing the child, other children, and staff at potential risk, as this meant that staff did not have the information needed to meet the child's individual needs.

Leaders received substantial information about another child, from their placing authority, to help assess if their needs could be safely met before moving in. However, the manager's assessment was of poor quality. As a result, a serious incident occurred within days.

Leaders and managers failed to share an allegation of harm made by a child against a staff member. This information was not shared with the child's placing authority, despite the manager attending a network meeting for the child. Furthermore, the manager did not inform the local authority designated officer (LADO) or the regulator. The lack of transparency and timely reporting meant critical safeguarding actions were delayed.

Leaders and managers have approved staff-written reports containing inaccurate information. The reports omit full details of a staff member's involvement in an incident and present a misleading account of what caused the child's behaviour. Staff members also acted outside of the home's physical restraint protocol by becoming involved in a physical intervention without another staff member present. This

meant the child's experiences were inaccurately recorded, putting the child at risk and preventing staff and leaders from responding effectively and safely.

Staff have not followed a child's missing-from-care protocol. Staff failed to contact the police in line with the child's missing protocol, delaying the child being reported as missing, and made no effort to maintain regular overnight contact with the child. The manager reviewed one report and recorded actions that staff had not actually taken. These delays meant the child's safety was not monitored, and leadership oversight failed to identify this or correct inaccurate records.

Senior leaders do not inform Ofsted of significant changes to the home's leadership arrangements. When the operations manager was placed on gardening leave, Ofsted only became aware when an automatic email reply was sent announcing her departure.

The home's current manager is not registered with Ofsted and is not at work pending a LADO-overseen investigation. In their absence, the responsible individual is leading on the home's management with the support of other senior workers within the organisation.

Requirements and recommendations raised at the last full inspection were outside the scope of this inspection. They will be reviewed, as necessary, at the next inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/07/2025	Full	Good
15/04/2025	Full	Inadequate
30/07/2024	Full	Good
13/09/2023	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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi)(vii)) In particular, leaders and managers must ensure that: allegations against staff are reported to children's placing authorities; timely referrals are made to the LADO, children's missing-from-home protocols provide staff with clear direction on required actions; staff follow these protocols; and staff adhere to the home's physical intervention protocol.	30 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; ensure that the home has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b) (2)(a)(c)(d)(e)) In particular, leaders and managers must ensure that: they plan effectively for, and assess the risks for, children moving into the home; staff have the skills and experience to meet the assessed needs of children; and that decisions about staff deployment are informed by assessments of children's needs and risks. Leaders and managers must also ensure that they communicate effectively with each other when children make allegations, and that the reports they sign off contain accurate information about incidents.	30 January 2026
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, leaders and managers must ensure that notifications of allegations are made to the regulator without delay.	30 January 2026
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—	30 January 2026

mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— meet each child’s behavioural and emotional needs, as set out in the child’s relevant plans; help each child to develop socially aware behaviour; help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; communicate to each child expectations about the child’s behaviour and ensure that the child understands those expectations in accordance with the child’s age and understanding; strive to gain each child’s respect and trust; understand how children’s previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children; de-escalate confrontations with or between children, or potentially violent behaviour by children. (Regulation 11 (1)(a)(b)(c) (2)(a)(i)(ii)(iv)(v)(vii)(ix)(xi)) In particular, leaders and managers must ensure that staff are supported and equipped with the necessary training and skills to respond to children’s behaviours in ways that keep children safe and reduce risks.	
The quality and purpose of care standard is that children receive care from staff who— understand the children’s home’s overall aims and the outcomes it seeks to achieve for children;	30 January 2026

use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— understand and apply the home's statement of purpose; ensure that staff— understand and apply the home's statement of purpose; protect and promote each child's welfare; treat each child with dignity and respect. (Regulation 6 (1)(a)(b) (2)(a)(b)(i)(ii)(iii)(iv)) In particular, leaders and managers must ensure that all staff are trained in the home's therapeutic framework and use this in their work with children.	
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (3)(d)) In particular, leaders and managers must ensure that they have a full employment history for staff.	30 January 2026
The registered person must complete a review of the quality of care provided for children ("a quality-of-care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing, and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities, and the quality of care they receive in it; and	30 January 2026

any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. (Regulation 45 (1) (2)(a)(b)(c))

In particular, leaders and managers must ensure that the quality-of-care review meets the requirements of the regulation and includes an improvement plan.

Recommendations

- The registered person should maintain good employment practice and attempt to obtain police information for staff who have lived outside of the UK to ensure that the recruitment of staff safeguards children and minimises potential risks to them. ('Guide to the Children's Homes Regulations, including the quality standards,' page 61, paragraph 13.9)
- The registered person should ensure that staff are familiar with the home's internal whistle-blowing procedures. ('Guide to the Children's Homes Regulations, including the quality standards,' page 53, paragraph 10.9)
- The registered person should ensure that all bedroom searches are appropriately recorded, including the reasons for the search, efforts to seek the child's consent, and management oversight of a decision to carry out a search. ('Guide to the Children's Homes Regulations, including the quality standards,' page 16, paragraph 3.20)

Children's home details

Unique reference number: 1235653

Provision sub-type: Children's home

Registered provider: Children of the Mangrove Limited

Registered provider address: Chester House, Fulham Green, 81-83 Fulham High Street, London SW6 3JA

Responsible individual: Knowlton Crichlow

Registered manager: Post vacant

Inspector

Jo Mitchell, Social Care Inspector

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