

1258386

Registered provider: Parkview Care (Broadstairs) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and operated by a private organisation and provides care for up to three children.

At the time of this inspection, two children were living at the home.

The home has been without a registered manager since March 2024.

Inspection dates: 4 and 5 November 2025

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 2 October 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/10/2024	Full	Good
31/01/2024	Full	Good
31/01/2023	Full	Requires improvement to be good
10/08/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Both children have moved into the home since the last inspection. Staff understand the children and their needs. This helps the staff to build trusting relationships with the children. As a result, the children are settling into the home well.

Careful planning takes place before children move into the home. Managers ensure that detailed information is gathered and considered to assess whether staff can meet each child's individual needs. When possible, introductions are carried out face to face. When not achievable, other methods are used to help prepare children. Staff welcome children warmly into the home, and this helps them adapt and settle. When children move on from the home, they do so in a planned way, with a focus on providing them with positive and meaningful endings.

Due to their individual circumstances, children are not accessing mainstream education. Managers and staff have responded by taking practical steps to prioritise children's learning. Tutoring is in place for one child, and efforts are ongoing to identify suitable school placements for children who are new to the area. Managers are actively involved in education planning, attending meetings to ensure that progress is made. As a result of this support, one child has begun to discuss the possibility of further education and career aspirations, with this showing significant progress in relation to their starting point.

Children are supported in exploring a range of activities that reflect their personal interests. Staff encourage children to try new experiences, which has helped them discover new hobbies and build self-confidence. One child recently enjoyed an overseas holiday and spoke positively about the experience and memories they made.

The home environment is warm and homely, with children contributing personal touches to their bedrooms and communal areas. While there are some outstanding maintenance issues, they do not pose a hazard to children and have been reported to the maintenance team.

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

When allegations and practice issues arise, managers respond promptly and appropriately. Following any such concerns, immediate safeguarding measures are implemented to reduce risk and ensure children's safety and welfare. Investigations follow in a timely manner, with proportionate actions taken in response to the findings. Throughout the process, relevant professionals are consulted and kept informed, and, when appropriate, children are advised of outcomes.

Children are rarely missing from the home. Staff remain alert to changes in children's behaviour, using this insight to anticipate and prevent them from being missing. On

occasions when preventative measures have not been sufficient, staff act promptly and take proactive steps to locate children. Staff work closely with families and other agencies to help develop an understanding of children's whereabouts until their safe return. When children return to the home, staff welcome them enthusiastically and demonstrate appropriate curiosity to ensure their safety and well-being.

Staff ensure that children's emotional well-being is prioritised. They work closely with mental health professionals and are supported by the home's therapeutic lead. When needed, therapeutic services have been identified and funded by the provider, ensuring that children receive the specialist support they require. One social worker reported a notable reduction in a child's self-harming behaviour since moving into the home.

Staff take proactive steps to help children develop and maintain routines that promote their emotional well-being and development. Children report that staff clearly and consistently enforce boundaries. Children may not always agree with the rules, but they understand some of the reasons behind them.

Staff use identified and agreed de-escalation techniques that are tailored to each child to manage and respond to behaviours. As a result, the use of physical intervention has not been required during this inspection period.

The effectiveness of leaders and managers: good

Since the last inspection, the home has experienced a change in leadership. A manager was appointed in January 2025 but left after five months. A new manager has recently started working at the home and has applied to register with Ofsted. The manager brings previous experience as a registered manager and is working towards achieving their management qualification.

In the absence of a permanent manager, senior managers provided oversight of the home. During this time, they responded effectively to safeguarding concerns and ensured that staff received regular, good-quality supervision. Senior managers also took the lead in advocating for children during this time, particularly when there were delays in planning or when decisions were considered not to be in the child's best interests.

Staff say the working environment is supportive, with managers being approachable and responsive. New staff report positive induction experiences, highlighting the opportunity to build relationships with children, undertake essential training, and observe practice before taking on full responsibilities.

Alongside changes in management, the home has experienced significant turnover in staff. While this level of change could typically lead to a lack of continuity for children, the effect has been minimised due to the admission of new children during this period. As a result, children have not experienced disruption to established relationships.

Professionals describe their relationships with staff as positive and effective. They report that they receive regular updates about any incidents and the progress the children are

making. Communication received is timely and clear. A social worker said, 'They communicate well and are very professional and follow up on tasks.'

Children's wishes and feelings are regularly gathered through both planned and informal discussions. However, the internal and external systems designed to monitor the quality of care do not consistently include children's views. Reports from these reviews also lack the detail required to drive meaningful improvement for the home. Furthermore, point-in-time surveys have not been shared with children, external professionals or family members, resulting in missed opportunities for them to contribute. Senior managers have a shared commitment to strengthening these processes moving forward.

Children understand how to raise concerns and are encouraged to use the complaints process when needed. When complaints are raised made, they are taken seriously and carefully considered. Children are kept informed of actions taken and the outcome.

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— ensure that the home's workforce provides continuity of care to each child; 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; demonstrate that practice in the home is informed and improved by taking into account and acting on— research and developments in relation to the ways in which the needs of children are best met; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(e)(f)(g)(i)(h))	26 December 2025

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: 1258386

Provision sub-type: Children's home

Registered provider: Parkview Care (Broadstairs) Limited

Registered provider address: The Brentano Suite, Solar House, 915 High Road, North Finchley, London N12 8QJ

Responsible individual: Balwant Bhogal

Registered manager: Post vacant

Inspectors

Kerry Howarth, Social Care Inspector
Gemma Bullen, Social Care Inspector

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