

1274846

Registered provider: Parkview Care (Broadstairs) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately operated and offers care for up to 6 children who experience social and emotional difficulties.

The manager registered with Ofsted in July 2025.

Inspection dates: 1 and 2 April 2026

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: 29 May 2025

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/05/2025	Full	Requires improvement to be good
10/09/2024	Full	Good
19/12/2023	Full	Good
20/06/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, 2 children have moved out of the home, and 4 children have moved in. There were 4 children living at the home at the time of inspection. All of the children spoke to the inspector.

Children make good progress from their starting points. One child has had a reduction in incidents. They are preparing for independence and moving on to semi-independent accommodation. Other children are new to the home and early signs of progress are evident as they begin to settle. One social worker said that the commitment of staff, has supported a child to make progress and move successfully on to their next placement. This progress helps children to develop confidence and achieve positive outcomes.

Children are positive about their experiences. They say that they feel happy, safe and have good relationships with staff. Children form positive relationships with each other which helps to create a settled environment. Children feel listened to and are confident to share worries or concerns with staff. One child shared an example of raising a concern about another child which they said was responded to appropriately and helped them to feel reassured. This helps children to feel valued and supported.

The home is well presented and provides a welcoming and nurturing environment. All the children said that they like their bedrooms and are happy with how they are decorated. Children are supported to personalise their space to reflect their individual tastes. This helps children to feel comfortable and develop a sense of belonging.

Children's moves into the home are well planned. Leaders and managers evaluate how children's known risks and behaviours may affect other children. Impact risk assessments are detailed and identify strategies to reduce risks and support children to settle. As a result, children are supported well to integrate into the home.

Children move on from the home in a planned and positive way. Two children have recently left the home following careful preparation. Leaders and managers advocate for children to ensure that plans are in their best interests. For example, the registered manager challenged professionals to delay a child's move so they could celebrate Christmas at the home, in line with their wishes. Staff support children to reflect on their time in the home. They celebrate children's achievements with cards, gifts and memory books. This helps children to feel valued and supports their emotional wellbeing as they move on.

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

Staff respond effectively when children go missing from home. This helps to keep children safe by ensuring they are located and returned promptly. Individual missing protocols are reflective of children's individual needs and provide staff with clear

guidance on the actions to take. Staff act promptly and with curiosity when children leave the home. One professional said they were impressed by the speed and persistence of staff actions which contributed to a child being located quickly and returned home safely.

Safeguarding incidents are managed appropriately which helps to keep children safe and reduces the likelihood of escalation. Staff use de-escalation techniques effectively to support children to regulate their emotions. Records are completed by staff directly involved, providing clear and detailed accounts. This ensures that incidents are well understood and informs appropriate responses to meet children's needs. Leaders and managers review safeguarding incidents promptly which helps to ensure that children receive the right support. They identify learning from incidents and take appropriate follow-up action. This strengthens staff practice and helps to reduce future risks for children.

Children can raise concerns and appropriate action is taken in response. Concerns about staff conduct are appropriately referred to the local authority designated officer and investigated thoroughly. Children receive feedback about the outcomes, which provides reassurance that action has been taken.

Children show an increased understanding of risk and confidence to share concerns with staff. One child shared a concern about another demonstrating their awareness of risk and trust that staff will take action to keep everyone safe. Staff responded promptly and identified a potential risk which enabled them to complete direct work with the child about the dangers of vaping. This kind of targeted work helps children to better understand risk and stay safe. Staff reinforce positive and safe behaviours using rewards. When consequences are used, they are proportionate and restorative. This approach helps children to reflect on their behaviour and supports them to make safer choices.

Physical interventions are used as a last resort and only to keep children safe. The use of physical interventions have reduced which indicates staff use de-escalation techniques effectively. Staff receive debriefs following incidents which supports reflection and learning. However, on one occasion where the registered manager was involved in a physical intervention, this was not reviewed by another manager to provide independent oversight. This means that there was no external evaluation of whether the intervention was appropriate and in line with procedures.

The effectiveness of leaders and managers: good

The registered manager is suitably experienced and working towards a level 5 qualification. Leaders and managers know the children well and understand their individual needs. They recognise and celebrate children's achievements and identify the progress children make, including during short placements.

Staff speak positively about leaders and managers and the culture at the home. They describe leaders and managers as approachable and supportive. Staff said that the home is a welcoming and a friendly place to work. Leaders and managers model practice effectively which helps to create a positive working environment. This supports staff to feel confident in their roles and contributes to consistent care for children.

Leaders and managers maintain effective oversight of the home. They review key areas of practice and complete reflective evaluations that identify strengths and areas for improvement. This oversight is used to provide guidance to staff and improve day-to-day practice. As a result, the quality of care continues to develop, and children receive consistent support that meets their needs.

Leaders and managers have responded appropriately to a period of staff turnover. The registered manager has undertaken a thorough review to understand the causes and impact on children. This helped to identify actions to improve staff recruitment and retention. One child spoke about the changes and said that they felt reassured by being able to talk to staff about their feelings. There was no evidence that children's experiences have been negatively affected by staff turnover.

Staff received a range of training that equips them to meet the needs of children. Mandatory training is up to date and additional training reflects children's individual needs. The home's clinical lead provides workshops to prepare for new admissions and supports staff's understanding of the home's model of care. Regular team meetings and clinical consultations support staff to reflect on their practice and develop their skills. This helps to ensure that standards of practice remain consistent and the culture in the home remains positive for children.

External professionals have provided positive feedback. They said that children have settled well and formed positive relationships with staff. Professionals said that leaders and managers communicate effectively and work well with partner agencies. This supports a coordinated approach to meeting children's needs.

What does the children's home need to do to improve?

Recommendation

- The registered person should ensure that all incidents of control, discipline and restraint are subject to systems of regular scrutiny to ensure that their use is fair and the above principles as set out in 9.35 are respected. Where the registered person has any implemented any such measures, these should be reviewed by another manager to ensure independent oversight. ('Guide to the Children's Homes Regulations, including the quality standards', page 46, paragraph 9.36)

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: 1274846

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: Tyler Houseago

Inspector

Emilja Myers, Social Care Inspector

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