

2503143

Registered provider: Solace Care Partners Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home registered with Ofsted in October 2019 and is privately owned. It provides care for up to four children who experience social and emotional difficulties.

At the time of this inspection, no children were living at the home.

The home has a suitably qualified registered manager.

Inspection dates: 16 and 17 September 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: 24 July 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/07/2024	Full	Good
17/10/2023	Full	Requires improvement to be good
24/01/2023	Full	Good
11/01/2022	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

The home is warm, safe and well maintained. Children's bedrooms are personalised according to their needs. Children are well supported in keeping their bedrooms clean.

Children have detailed individual care plans that outline the support they will receive. The plans are responsive to children's changing circumstances and are regularly reviewed. They are shared with other professional agencies. When necessary, referrals to specialist services are made for children, which includes referrals to child and adolescent mental health services to support children with their mental health and emotional well-being.

Staff persistently encourage children who are not participating in education to engage in activities that will assist them in returning to formal education. Staff also work closely with education providers to help children engage, which includes encouraging them to access home tuition.

Staff are committed to promoting children's cultural and religious beliefs. Community-based activities have helped children to develop their social awareness and identity. Staff support children in attending their place of worship to help them maintain their relationships in the community.

Children's views, wishes and feelings are valued. Regular key-work sessions further their understanding of emotional regulation and their life experiences. Key-work sessions have helped children understand their risks and vulnerabilities, which has helped to reduce risks for children when out in the community.

Children have fun while living at the home. They have opportunities to participate in a wide range of activities. These have included attending football matches, visiting museums, dining out, and going to the cinema.

Staff ensure that children's general health needs are met. They work closely with health agencies to ensure that children receive appropriate healthcare. Staff support children in arranging and attending medical appointments.

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

Children live in a safe environment. Risk management plans clearly identify children's risks. Plans outline clear approaches for staff to follow and are regularly reviewed by leaders and managers. When safeguarding concerns arise, staff keep detailed records to help them understand patterns of behaviour. This ensures that there is an effective response to children at risk of harm.

Restraint is only used when necessary. The physical intervention is proportionate and recorded appropriately. Staff use a restorative approach when addressing any negative behaviours, which helps children understand how their behaviour affects others. Positive behaviour is encouraged through effective reward and praise interventions.

Children have detailed missing-from-home plans. When children go missing, staff respond promptly and maintain regular contact with them. Managers and staff work collaboratively with partner agencies to ensure the child's safe return home.

Staff attend a range of training to help them understand and safeguard children. Staff receive training that is specific to children's needs, which includes understanding trauma and delivering therapeutic interventions. New members of staff receive a comprehensive induction to help them develop their skills in working effectively with children.

The effectiveness of leaders and managers: good

The manager is an ambitious leader who is now established in the role of managing two homes. The manager can assess and identify placement suitability and is a strong leader who confidently and appropriately challenges in the best interests of children and staff.

The manager is proactive in seeking additional support for children. This includes organising meetings with partner agencies to mobilise additional interventions and guidance when necessary to promote children's well-being.

The manager supports children when they move on from the home. The manager uses a reflective learning log to determine what went well and what needs to improve to help support stability for children living at the home in the future.

Leaders and managers are aware of the home's strengths and areas for development. Staff are supported in line with the home's statement of purpose and workforce development plan. Supervision sessions are reflective and ensure that staff have an opportunity to learn and develop in their roles.

Feedback from professionals is excellent. A social worker stated that the team communicates effectively and has been supportive and committed. They described how the team has offered an 'incredible service'.

Leaders and managers have produced a quality of care review report. The report does not provide a comprehensive review of the home and does not include detailed feedback and development plans. This compromises the provider's future development of care in the home.

Leaders and managers failed to share relevant information with the inspector. They did not notify the inspector about several significant incidents involving children living at the home.

Leaders and managers have not ensured that staff have achieved the required qualifications within the necessary time frames.

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— there is any other incident relating to a child which the registered person considers to be serious. A notification made under this regulation— must include details of— the matter; the other persons, bodies or organisations (if any) who or which have been notified; and any actions taken by the registered person as a result of the matter; must be made or confirmed in writing. (Regulation 40 (4)(e) (5)(a)(i)(ii)(iii)(b)) In particular, the registered manager should notify Ofsted when children are involved in repeated serious incidents in the home.	5 November 2025
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; or if the individual satisfies the requirements in paragraph (3). The requirements are that— the individual has the appropriate experience, qualification and skills for the work that the individual is to perform.	5 November 2025

For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) (“the Level 3 Diploma”); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma. The relevant date is— in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016. (Regulation 32 (1) (2)(a) (3)(b) (4)(a)(b) (5)(a)(b)) In particular, the registered manager must ensure that staff achieve their level 4 qualification within the required time frame.	
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 any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review (“the quality of care review report”). (Regulation 45 (1) (2)(a)(b)(c) (3))	5 November 2025

In particular, the registered manager must ensure that they provide a detailed review of the quality of care, which includes feedback from children, families and professional agencies working with children.	
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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: 2503143

Provision sub-type: Children's home

Registered provider: Solace Care Partners Limited

Registered provider address: Unit 2A, 420 Eastern Avenue, Ilford IG2 6NQ

Responsible individual: Umer Ahmed

Registered manager: Ciara Holmes

Inspector

Helen Daniel, Social Care Inspector

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