

2528264

Registered provider: Heartwood RSL Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This privately run home provides care for up to 5 children with social and emotional difficulties.

The home registered with Ofsted on 19 August 2011.

There has been no registered manager in post since 30 May 2025. A manager has been appointed and has applied to be registered with Ofsted.

There was one child living in the home at the time of this visit.

Inspection date: 16 December 2025

Ofsted completed an assurance inspection on 28 August 2025. At this inspection, serious and widespread concerns were found. Shortfalls were noted in the following areas: safeguarding practice; managers' failures to adequately assess children's needs before they move into the home; staff's skills and abilities to support children's needs and risks; and staff failing to complete records when restraint is used. After that visit, Ofsted issued compliance notices focused on the protection of children (Regulation 12) and the leadership and management (Regulation 13) standards. A monitoring visit was completed on 8 October 2025 to monitor the compliance notices. At that visit, these notices had not been met. As a result of ongoing shortfalls in safeguarding and leadership and management, Ofsted reissued these compliance notices. This monitoring visit was completed to monitor the compliance notices.

The provider has made good progress in addressing the requirements that were set under the compliance notice. As a result of good progress, the requirements identified in these notices have now been met. In addition, all other requirements and the recommendation raised at the last monitoring visit have been met.

Children live in a warm, homely environment. The home has been refurbished and is now a modern, clean and comfortable environment that meets the needs of the children living at the home well.

Children's plans are discussed with them to help them understand any risks and concerns they may be exposed to. Staff work with children to identify how they can be supported to help reduce the risk of harm. When there have been any areas of concern, these are clearly recorded, and information is shared effectively with other agencies.

A monitoring system is in place to review the care of children and the daily functioning of the home. Records are up to date and contain all relevant information to help staff provide good care for children.

Staff have completed a range of training. In addition, the staff have attended several relevant practice workshops. The manager uses staff supervision to help staff reflect on their learning and help them develop the required skills to meet the needs of children living at the home. Supervision is held regularly and is reflective and productive.

The child living at the home has made good progress in education. They are now attending college and are completing work experience, having passed a number of work-related courses.

The child living at the home is working on independence skills. They are developing budgeting skills and learning to cook nutritious meals. Staff's support, which aligns with the local authority's plans, is helping to ensure the child has the skills needed for their move on to adult life.

During the visit, the child living at the home talked about how they are making good progress and how they like living at the home, stating, 'I am really happy and want to remain living here until I am 18.' The child stated they have good relationships with staff and the manager and that they are happy and safe.

Children have detailed missing person action plans. The manager ensures that they consult with other agencies to create a plan, which helps to reduce the risk of harm to children when they are missing from the home. Missing-from-home episodes have reduced significantly since the last visit. When any such incidents occur, conversations are held with children to help understand the reasons why they went missing and any risks they may have been exposed to.

The manager has ensured that all children's records are stored in the electronic system. During the visit, the manager evidenced an organised system that ensures that records are stored safely and in an appropriate order. Records were accurate and up to date, with regular reviews taking place.

The child living at the home has had a range of opportunities to share their wishes and feelings. Staff regularly sit with the child and talk through a range of topics. Actions to address any areas of support are agreed. Their voice is evidenced in records, and they are clearly consulted about their care and behaviour support plans.

There have been no new staff recruited at the home since the last monitoring visit.

The manager has submitted an up-to-date statement of purpose that has all the required information.

No requirements or recommendations were raised at this visit.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/04/2025	Full	Good
16/04/2024	Full	Good
25/07/2023	Full	Requires improvement to be good
20/06/2022	Full	Good

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 2528264

Provision sub-type: Children's home

Registered provider: Heartwood RSL Ltd

Registered provider address: 416 Green Lane, Ilford, Essex IG3 9JX

Responsible individual:

Registered manager: post vacant

Inspector

Helen Daniel, Social Care Inspector

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