

2593388

Registered provider: RTP Ultimate Haven Children's Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private provider and registered for two children who have emotional and social difficulties. There were two children living in the home at the time of this inspection.

The manager registered with Ofsted in November 2023.

Inspection dates: 12 and 13 November 2025

Overall experiences and progress of children and young people, taking into account	good
---	-------------

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

The effectiveness of leaders and managers	good
---	------

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 7 May 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/05/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, two children have moved in, and two children have moved out.

Two children moved out in a planned and positive way after making good progress. Staff helped the children to build relationships with their new carers. They did this by taking part in shared activities and supporting the children to engage in them. When the children moved, staff supported the new carers to help the children settle. They maintained occasional contact to provide continuity. This helps children to feel secure and cared when they move.

Children's moves into the home are carefully planned. Leaders and managers complete thorough assessments. These assessments reflect the needs of the children and how they may impact on each other. Staff met with the children before they moved in so as to start building relationships. Staff also gave the children a visual guide for the home. This helped to reduce their anxiety and supported their understanding.

The children have formed positive relationships with staff. One child said they like the staff and can share how they are feeling with them. The child reflected on how staff had helped them make progress since moving in. As a result, the child feels safe, understood and confident in their ability to continue making positive progress.

Both children are making good progress with their education. Staff support them by encouraging positive routines and helping with their homework. School staff have given positive feedback about the children's progress and how settled they are. This support helps the children continue to learn and reach their potential.

Children and staff spend time together taking part in regular activities. These activities reflect the interests of the children. These include swimming, singing, bike rides, baking, shopping, watching movies and fishing. Staff also support the children to try new activities, giving them the chance to explore their interests. This shared time with staff also provides the children with the opportunity to share their wishes and feelings. One child said they can talk to staff about anything and feel listened to. An example the child gave was that their bedroom has been decorated how they wanted. This helps children feel valued, respected and confident in expressing themselves.

Children have support plans that give staff clear guidance on how to care for them. However, on one child's plan, there was some conflicting information about medication. This could mean the child's health needs are not met correctly.

The home needs redecoration throughout. Walls and woodwork are marked in most rooms. In the dining room, the ceiling is watermarked, and wallpaper has peeled off. In the children's bedrooms wallpaper is ripped, bubbled and misaligned. This gives the

impression that the environment is not well cared for. Children miss out on the sense of care and value this could offer.

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

Incidents are well managed. Staff use de-escalation techniques in line with children's support plans. After each incident, staff take part in debriefs and complete an analysis. This allows them to reflect on the causes of behaviour and identify learning to prevent similar incidents in the future. As a result, children benefit from consistent, thoughtful support that promotes safety and positive behaviour.

There have been no episodes of children going missing from home. Plans are in place that outline the actions staff must take if a child were to go missing. Staff know what these actions are and feel confident in following these procedures. This ensures that, should such a child ever go missing, the correct steps would be taken immediately to safeguard them.

Regular key-work sessions are carried out with children. These sessions address known risks and worries, and they are used to encourage positive choices. Children's achievements are recognised through praise and engagement. This supports children to develop skills, make positive changes and feel supported in their personal growth.

Children are supported to stay safe online. Safeguards are in place, including Wi-Fi filters and parental controls on devices. One child demonstrated some software on their tablet and explained how it keeps them safe. This empowers children to understand and manage online risks, promoting responsible and informed use of technology.

Some staff are unclear about the home's policy for reporting concerns about leaders and managers. This could result in safeguarding concerns not being addressed promptly or appropriately. This could compromise the protection of children in the home.

The effectiveness of leaders and managers: good

The manager is qualified as a social worker and suitably experienced. They are working towards a relevant level 5 qualification. The manager understands the home's strengths and areas for development. The manager is proud of the progress the children have made.

The staff team is stable, with no turnover or staffing issues since the last inspection. Safe recruitment checks are completed, and risk assessments are in place where required. This ensures that children are supported by a consistent, appropriately vetted team. It also provides children with stability and continuity of care.

Staff receive regular supervision sessions. These sessions allow staff to reflect on their practice, receive feedback and raise any concerns. Staff said these sessions are helpful and provide a safe space to discuss any issues.

Management oversight of incidents and key-work sessions is effective. Oversight is reflective and identifies further actions for staff. It also informs the support that children receive. When two children moved out, the manager completed a review of the care they received. This highlighted learning to improve practice. As a result, children benefit from responsive support that is informed by careful reflection.

All staff are up to date with relevant training and hold first aid qualifications. Regular team meetings and supervision sessions address important messages and reinforce professional standards. Discussions about language have improved the quality and tone of records, which benefits children should they choose to read their files in the future.

Feedback from external professionals has been positive. One social worker described the manager as reflective and therapeutic. Communication with partners is effective and helps all professionals work together.

The manager has not completed quality of care reports consistently. These reports are an important tool for maintaining oversight and evaluating the quality of care. They also help leaders and managers identify where further development is needed. Without them, opportunities to continually enhance practice may be missed.

The home's statement of purpose requires updating. There is information which is now outdated. It also does not include details of staff experience and qualifications. An up-to-date statement would provide clarity about the home's approach and the expertise of the staff team.

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— 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; and are familiar with, and act in accordance with, the home's child protection policies (Regulation 12 (1) (2)(a)(v)(vi)(vii)) In particular, the registered person must ensure that staff understand what action to take if there are safeguarding concerns identified about leaders and managers.	13 February 2026
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; 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— ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child. (Regulation 6 (1)(a)(b) (2)(c)(i))	13 April 2026

In particular, the registered person must ensure that the home provides a nurturing environment that is welcoming, homely and well maintained.	
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"). The registered person must— supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home. The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1) (2)(a)(b)(c) (3) (4)(a)(b) (5))	13 February 2026
The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1.	13 February 2026

The registered person must— keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (1) (3)(a)(b))	
---	--

Recommendations

- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. In particular, ensure that all care plans are clear and detail the correct information in a concise and factual way. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

Information about this inspection

The inspector has 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: 2593388

Provision sub-type: Children's home

Registered provider: RTP Ultimate Haven Children's Care Limited

Registered provider address: 18 Birkdale Avenue, Romford, Essex RM3 0SL

Responsible individual: Blessing Muskwe

Registered manager: Tasunungurwa Havazvidi-Muskwe

Inspector

Emilja Myers, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked-after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2025