

2594859

Registered provider: Conquered Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care for up to two children with emotional, social and special educational support needs, including learning disabilities.

The manager registered with Ofsted in June 2022.

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

Inspection dates: 21 and 22 January 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: 17 January 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/01/2024	Full	Outstanding
06/02/2023	Full	Outstanding
23/11/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, three children have moved into the home and four children have moved on. There were no children living at the home at the time of the inspection.

Children's moves into the home are well planned. Parents, social workers and children visit the home and meet staff before they move in. The manager has a thorough admissions process, including discussing referrals with staff and reviewing information from parents, children and professionals, and planning meetings before children move to the home. Despite this, three of the children moved on shortly after moving in, due to safety reasons beyond the manager's control.

The moves were managed sensitively. Staff supported two children to move on and to settle at their new homes. One social worker said that staff went above and beyond expectations to ensure that the child's move went smoothly. One child moved back to their parents. The manager has completed a lessons-learned exercise with the relevant local authorities. This learning will help to reduce the likeliness of future placement breakdowns.

One child moved on from the home in a well-planned way. Staff used social stories with the child to help them understand the move. The child had a leaving party and was given gifts, cards and a memory book. The manager and responsible individual have visited the child in their new home.

Of the four children who have lived at the home since the last inspection, two children did not make progress due to the limited time they were there. The other two children made progress. They had been out of education for a long time previously. One of these children had online education at the home and achieved certificates in a range of subjects. The other child had tuition at the home until they were ready to attend a specialist education provision.

The children enjoyed a range of activities. These included walks in the local park, visits to the community allotment, beauty treatments, cinema trips and shopping.

Staff explore simple independence goals with children. Goals include personal care, budgeting and cooking. The manager and staff actively encourage children to develop skills that prepare them for when they leave the home.

There has been one complaint made by a child. The manager takes complaints seriously. She ensured that the child had support from their independent guardian. The manager investigated the complaint thoroughly and responded in writing to the child to resolve the issue promptly.

The manager and staff are excellent advocates for children. On one occasion, the staff advocated for a child following a distressing incident involving police. As a result, the child was able to be taken by staff who knew her.

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

The manager and staff have taken appropriate action to help keep children safe. Despite every effort being made to keep children safe, situations out of the staff's control have meant that, at times, children have been exposed to risky situations. The staff have appropriate safeguarding training and implement safeguarding procedures.

There have been a few incidents of physical intervention. Staff are suitably trained. Interventions have been appropriate, proportionate and necessary. Children are spoken with by staff following incidents. The manager and psychologist review significant incidents to give staff new strategies to follow and to help them to learn from incidents.

There have been some allegations made against staff. The manager ensures that allegations made by children are investigated promptly. She informs relevant professionals and children are kept safe.

Before moving to the home, two children were at significant risk, frequently going missing from home and at risk of exploitation. During their time at this home, there were no incidents of them going missing. The manager understood the children's needs and ensured that there were high staffing ratios.

Behaviour support plans are individualised. The plans give staff good guidance on proactive strategies and de-escalation techniques to help children manage difficult emotions. The plans include children's views on how they want to be supported. One child who was at risk in the community was helped by staff to understand healthy relationships. Consequently, there was a reduction in unwanted behaviours.

The effectiveness of leaders and managers: good

The experienced registered manager holds a relevant qualification. She is supported by a competent deputy manager. Staff say that the manager is approachable, knowledgeable and leads by example. She has high expectations for the quality of care provided.

Staff have regular and effective supervision sessions. These help with their professional development. One staff member said that they aspire to be like the manager. The manager is dedicated to helping the staff to develop and progress. The staff feel invested in.

Staff either have a level 3 qualification or are working towards it within the required time frame. The staff have bespoke training from a nurse and a psychologist to enable them to competently deliver care to children with complex needs.

The independent person's reports are of good quality and make appropriate recommendations. These reports help the manager to make improvements to the quality of care that children receive.

The manager completes a six-monthly review of the home. She has included feedback from children. However, she has not included feedback from professionals, staff or parents. As part of her review, she has not analysed or evaluated some important information in relation to children's care experiences.

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 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. 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) (5))	23 June 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: 2594859

Provision sub-type: Children's home

Registered provider: Conquered Limited

Responsible individual: Jacqueline Patel

Registered manager: Nafeesa Arif

Inspector

Amy Miles, Social Care Inspector

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