

2645038

Registered provider: Solace Care ClayHall Ltd

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care for up to 5 children aged between 8 and 17 years who may experience social and emotional difficulties. There was one child living in the home at the time of the inspection.

The manager was registered with Ofsted in October 2025.

The registered provider has recently appointed a new responsible individual, and we are currently checking this person has the relevant capacity, experience and skills to carry out the role.

Inspection date: 16 March 2026

Date of last inspection: 9 July 2025

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At these inspections, the inspector(s) evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Leaders and managers have worked to make significant improvements since the last inspection. There are two outstanding recommendations, one relating to staff annual appraisals and the other about placement decisions. Both have been reinstated.

No new children have moved into the home since the last full inspection.

A new responsible individual has been appointed. The stability provided by the registered manager and the staff team has ensured that the home maintains consistent approaches to care, which has helped the child to feel safe.

The child lives in a clean, warm and welcoming environment that feels like a family home. They take pride in their bedroom and show responsibility by keeping it tidy. The home has been decorated and refurbished, and the child has been involved in choosing paintings and soft furnishings. This involvement helps to promote their sense of belonging.

The child takes part in daily key-work sessions and discussions with staff. This supports them to share their views and their interests. This supports staff in really understanding the child's needs.

The child has good relationships with staff. The child enjoys a wide range of activities. They have opportunities to experience new activities with staff, which helps them to develop their social and independence skills.

After being out of education for over two years, the child has begun to engage in home tuition with an education tutor. This arrangement is still being tested, but it represents positive progress.

Staff know the child well and understand their vulnerabilities and risks. The child has an individual detailed risk assessment. This evaluates the severity and likelihood of risk of harm which supports staff to mitigate risk through thoughtful responses.

The child has had a significant reduction in the number of times they have gone missing from home. When they do go missing from home, staff follow the child's individual plan consistently. Case recordings for missing incidents are clear and demonstrate effective management oversight.

There have been no incidents of physical restraint since the last inspection. All members of staff have physical intervention and deescalation training to help them to support children when they are going through an emotional crisis.

Leaders and managers use effective monitoring systems to identify areas for development and have implemented a plan to ensure that there is continuous improvement.

Staff professional development is recognised. Staff receive regular supervision sessions and a range of training.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/07/2025	Full	Requires improvement to be good
29/05/2024	Full	Good
21/11/2023	Full	Good
01/11/2022	Full	Good

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

Recommendations

- The registered person should ensure that all staff have their performance and fitness to carry out their role formally appraised at least once annually. This appraisal should take into account, where reasonable and practical, the views of other professionals who have worked with the staff member over the year and children in the home's care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.5)
- The registered person should only accept placements for children where they are satisfied that the home can respond effectively to the child's assessed needs and where they have fully considered the impact that the placement will have on the existing group of children. ('Guide to the Children's Homes Regulations, including the quality standards', page 56, paragraph 14.11)

Children's home details

Unique reference number: 2645038

Provision sub-type: Children's home

Registered provider: Solace Care ClayHall Ltd

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

Responsible individual:

Registered manager: Fathima Begum

Inspector

Helen Daniel, 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 children looked after, 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 <http://reports.ofsted.gov.uk>.

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 2026