

2660783

Registered provider: Treetops Children's Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned and provides care for up to three children who may experience social and emotional difficulties.

At the time of this inspection, two children were living at the home.

The manager registered with Ofsted in August 2025.

Inspection dates: 1 and 2 October 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: 21 October 2024

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/10/2024	Full	Requires improvement to be good
04/10/2023	Full	Good
11/10/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Both children living at the home contributed to the inspection.

The home is welcoming, inviting and maintained to a high standard. Children enjoy drawing and painting with staff, and their artwork is proudly displayed in areas of the home. There are photos of the children and staff showing positive memories they have made. This supports a sense of belonging. Both children's bedrooms are personalised, indicating they feel settled and at home.

Children benefit from positive and trusting relationships with staff. They feel valued, listened to and emotionally secure in their care. This consistent approach helps children feel safe and promotes their ongoing emotional well-being and progress.

Children's care planning is clear. Staff have a good understanding of each child's individual needs and how to best support them. Care plans are regularly reviewed and informed by consultations with a psychologist, ensuring that children's needs are well understood. The manager maintains regular communication with relevant agencies and specialist services to review and adapt care planning as children's needs change. This helps children to receive consistent care that promotes their stability and well-being.

Children are making positive progress in their education. Both children are proud of their achievements in sitting their examinations this year; staff have supported them in achieving this milestone.

Children are helped through clear and well-structured planning to develop their independence skills. This child-centred approach helps them take ownership of their goals and celebrate their progress.

One child recently enjoyed a trip to Egypt with staff, which provided a positive cultural experience and created long-lasting positive memories that have supported their emotional well-being. Another child has taken part in a camping trip and attended festivals and concerts, further developing their confidence and social skills. Children are enthusiastic about planning future experiences, reflecting their strong relationships with staff and their sense of belonging in the home.

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

Staff have a good understanding of children's risks and have received relevant training to support their learning and understanding. This helps keep children safe and well supported. However, not all risk assessments are fully up to date. Two significant incidents are not yet reflected in one child's risk assessment. This creates the potential for inconsistent responses by staff and compromises the effectiveness of safeguarding strategies.

There has been an improvement in how staff respond when children go missing. Staff follow the agreed protocol to ensure that relevant agencies are notified promptly. However, there are still some shortfalls in practice because there are some inconsistencies in staff's response when searching for children.

Children do not consistently receive an external interview from a professional after being missing from the home. This reduces the opportunity for independent professionals to explore reasons for the child going missing.

Since the last inspection, staff have used physical intervention on four occasions to keep one child safe. These interventions were necessary to prevent harm and were proportionate and used as a last resort. On one occasion, the manager and the responsible individual were involved in the intervention, and following this there was no independent scrutiny of the incident. This is a missed opportunity for learning and reflection.

Children do not always get along with one another, and there have been occasions of tension and disagreement between them. Staff are aware of these dynamics and take steps to try and manage the conflict. However, this intervention is not yet effective because the children are unable to resolve the conflict between each other.

The manager understands the allegations processes well and takes effective action to ensure children's safety.

The effectiveness of leaders and managers: good

The registered manager demonstrates a strong commitment to the children and the ongoing development of the home. Staff, children and professionals speak positively about the leadership and support provided. The manager has provided consistent and clear direction to staff.

The manager has a detailed understanding of each child's lived experiences and the support they require. She is a consistent and effective advocate for children, prioritising their views and needs.

The manager provides staff with guidance and opportunities to develop their skills, particularly in understanding and responding to children's social and emotional needs. This has strengthened the quality of care and has had a positive impact on the children's day-to-day experiences and progress.

Staff are well supported by the manager and senior team. Regular supervision sessions and team meetings offer opportunities for reflection and learning. This supports a reflective culture that helps build staff's confidence in delivering a good standard of care to the children.

Safer recruitment procedures are followed. Staff receive the necessary checks before they work at the home.

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— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person. (Regulation 12 (1) (2)(a)(i)(v)) This specifically relates to ensuring that risk assessments are fully up to date and reflect significant incidents that have taken place. Furthermore, this relates to ensuring that staff continue to actively look for children when they are missing from home. The provider must ensure that there is independent scrutiny of all incidents of physical restraint that involve either the registered manager and/or the responsible individual. Children should consistently receive a return home interview with a person external to the home, and this should be clearly documented in their planning.	21 November 2025
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and	21 November 2025

positive responses to other children and adults.
(Regulation 11 (1) (a)(b)(c))

Children should be supported in having positive relationships
with one another.

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: 2660783

Provision sub-type: Children's home

Registered provider: Treetops Children's Homes Limited

Registered provider address: 71 to 75 Shelton Street, Covent Garden, London WC2H 9JQ

Responsible individual: John Hoffman

Registered manager: Mary Munene

Inspector

Becky Thompson, 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