

2664861

Registered provider: Tutelage Care Redbridge Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home was registered with Ofsted in March 2022 and is privately owned. It provides care for up to five children with social and emotional difficulties.

The manager registered with Ofsted in July 2025 and is suitably qualified.

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

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

Inspection dates: 5 and 6 November 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	outstanding
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 21 May 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/05/2024	Full	Good
16/05/2023	Full	Good
15/09/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children have trusting relationships with staff who know them well and provide consistent, nurturing care. Staff are warm, empathetic and curious in their interactions, helping children to feel valued and safe. As a result, children make good progress. They are settled, confident and proud to live in the home.

Children's health needs are well supported. Emotional well-being is prioritised. An in-house therapist offers support to children and staff to help manage their individual challenges. Staff use reflective conversations to help children understand and manage their feelings, which helps children develop greater stability and resilience.

Children are helped to access education. Staff are ambitious for the children and encourage consistent attendance at school or with their tutors. One child who had been out of school for a long period of time was supported to take their GCSEs and is now enrolled in college. Staff support children to develop independence through practical skills such as budgeting, cooking and travel. Together, they celebrate progress and achievement, which is motivating and builds confidence.

Staff work well with families and professionals to ensure that children have an enjoyable time when they meet their family. One parent described feeling part of a big family. Children enjoy positive relationships with one another. Two children said they were 'like brother and sister'.

Children's views are sought and listened to. They share opinions in meetings and daily conversations. They are supported to understand their rights and are encouraged to use advocacy services or make complaints if they are unhappy. As a result, they feel respected, valued and protected.

The staff team strives to promote inclusion, tolerance and respect. Staff support children to discuss race, identity and difference openly, helping them to understand and value diversity.

Children engage in activities outside of the home. One child plays football with two teams, one in the Premier League academy. Children enjoy going on holiday and celebrating special occasions together.

The home is safe, comfortable and well maintained. Children personalise their bedrooms and receive individual welcome packs that reflect their interests. Caring for two rabbits gives children a sense of comfort and responsibility, adding to the homely atmosphere.

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

Staff have a thorough understanding of each child's individual risks and vulnerabilities. Clear routines and predictable responses help children feel secure and reduce their worries.

The registered manager has experience in working with children at risk of exploitation and maintains a strong partnership with the local police and safeguarding professionals. Episodes of going missing are managed well. The episodes of going missing for one child, who previously went missing from home frequently, have significantly reduced since moving to the home.

Children are encouraged to talk openly about safety and to share any worries. Staff teach children practical strategies, including using a safe word when outside of the home if they feel unsafe. Children keep in regular contact with staff when they are out in the community.

Staff support children to understand online safety and safe use of phones, the internet and gaming devices. Agreements are in place for the use of personal technology, and children cooperate with these boundaries. One social worker described the staff team as by far and away the best they had worked with, reflecting the quality of care and risk management in place.

Staff are trained in safeguarding, de-escalation and trauma-informed practice. Incidents of challenging behaviour are rare. When they occur, staff respond calmly and effectively.

The leadership team ensures that concerns or allegations about staff are promptly reported, fully investigated, and managed in line with safeguarding procedures. Relevant agencies are notified, and children are kept informed of outcomes in a sensitive and age-appropriate way.

The effectiveness of leaders and managers: outstanding

The newly appointed registered manager has transferred from another home within the organisation, bringing a wealth of experience and high aspirations for both the children and the staff team. She is supported by her deputy manager and two experienced senior support workers. There is strong, cohesive leadership established at the home.

The leadership team has an inclusive and aspirational approach which ensures that children receive individualised care in a well-led home where they feel well cared for and valued. Professionals, families and children speak positively about the home. Expectations are clear, and communication is strong.

The registered manager is a determined and highly effective advocate for the children, ensuring access to education, family time and enriching experiences. She challenges

other agencies when responses fall short, ensuring that children's needs and rights are prioritised.

Staff have a well-structured induction and access to comprehensive training in safeguarding, health and safety, and a therapeutic model of care that informs practice. Bespoke training is sought to meet individual children's needs. Regular supervision, appraisals and team meetings promote reflection and professional growth. Children are at the heart of staff's discussions. The focus staff have on children's well-being shines through in the care they provide.

The leadership and management team monitors staff's practice closely and acts swiftly to address concerns.

Staff describe the home as a happy place to work and value the registered manager's guidance and encouragement. They feel supported by their leadership team, which contributes to excellent retention and consistency of care. Staff are highly satisfied that they are achieving their aim of providing a calm, nurturing home where children enjoy positive relationships and make progress.

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: 2664861

Provision sub-type: Children's home

Registered provider: Tutelage Care Redbridge Limited

Registered provider address: 33 Roebuck Road, Hainault Business Park, Ilford IG6 3TZ

Responsible individual: Post Vacant

Registered manager: Shereece Johnson

Inspector

Matilda Clode, Social Care Inspector

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