

2671486

Registered provider: Oak House Children's Home Ltd

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private provider and offers care for up to four children who experience social, emotional and learning difficulties.

There has been no registered manager at the home since June 2024.

Inspection date: 9 September 2025

Date of last inspection: 2 April 2025

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

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

The inspector has 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.

At the time of the inspection, two children were living at the home, and both children were involved in the inspection. One child who has court-ordered restrictions recently moved into the home.

Children have mixed experiences of living at the home. Staff have provided stability for one child. This child has lived at the home for two years and staff have helped them progress in many areas of their life. However, staff have not been able to provide the same stability for another child, who recently moved in. This child has spent most of their time missing from the home. This has a negative impact on their ability to keep safe and their wider development. As a result, the child's local authority has decided that a more secure environment is needed to keep the child safe.

Staff support children's education and promote regular school attendance. For one child, this has had a positive impact. The child now attends school consistently, engages with their full timetable and is making progress in their attainment. Staff have worked jointly with teaching staff to support another child's gradual reintegration into education. However, this has been unsuccessful due to them going missing from the home.

Staff support the children to attend health appointments and follow the advice of health professionals. Staff ensure that children with particular health conditions attend specialist appointments as appropriate. Staff support children to manage their own personal care. As a result, one child has developed improved self-care skills.

Staff involve the children in making decisions about their activities and meals. One child is supported to attend a youth club and to take part in activities they enjoy, such as going to escape rooms. This child has developed friendships with peers in the local community.

Staff facilitate regular family time for children. They encourage families to visit children in the home. This helps the children to maintain relationships with the people who are important to them and helps them develop a positive sense of identity.

Staff are aware of children's risks and vulnerabilities and understand the impact of trauma. However, an agency staff member was not fully informed about a child's risk triggers and the environmental checks required to keep them safe in line with their court-ordered restrictions. Consequently, the required physical safeguards were not maintained, and supervision was not appropriate. Staff did not identify that the child

had woken at night and left the home. As a result, this child went missing from the home and was exposed to further risks for a significant period.

Staff have regular conversations with children about keeping safe online. Staff use suitable parental controls on children's devices to monitor safe internet usage. These measures help staff to reduce risks for children.

There have been leadership changes in the home. The home has been without a registered manager for 15 months. A manager was appointed in May 2025 but left shortly afterwards. The deputy manager has recently been appointed to take on the role of manager. They have yet to submit an application for registration. In the interim, the responsible individual has increased the frequency of their visits to provide management oversight.

The home has sufficient staff to meet the children's needs. Staff complete the organisation's mandatory training as well as additional training to help them understand the children's specific needs. Most staff are either qualified to or working towards the relevant level 3 qualification within the timescales. However, one staff member has exceeded the deadline for completing the level 3 qualification.

Staff benefit from team meetings focused on children's needs and clinical supervision. However, due to leadership changes, staff have not consistently received regular supervision. Lack of supervision means that staff may potentially not have the support they need to perform their roles effectively.

Leaders seek to learn from incidents and gather feedback from other professionals. They use this learning to prevent recurrence.

Leaders have met four requirements and three recommendations from the last inspection. Two requirements have been restated. One requirement in relation to safeguarding has not been met. One requirement in respect of the quality of care review report has been restated because no new report is yet due.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/04/2025	Full	Requires improvement to be good
24/04/2024	Full	Good
28/06/2023	Full	Requires improvement to be good
31/01/2023	Full	Requires improvement to be good

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; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(v)(b))	9 October 2025
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; if the individual satisfies the requirements in paragraph (3). The requirements are that— the individual has the appropriate experience, qualification and skills for the work that the individual is to perform. For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or	9 December 2025

a qualification which the registered person considers to be equivalent to the Level 3 Diploma. The relevant date is— in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016. (Regulation 32 (1) (2)(a) (3)(b) (4)(a)(b) (5)(a)(b)) In particular, ensure that staff obtain the relevant qualification within the specified time frames.	
The registered person must ensure that all employees— receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b))	9 October 2025

Children's home details

Unique reference number: 2671486

Provision sub-type: Children's home

Registered provider: Oak House Children's Home Ltd

Registered provider address: A B C Care Solutions, 249 Cranbrook Road, Ilford IG1 4TG

Responsible individual: David Whitty

Registered manager: Post vacant

Inspector

Priscilla Koroka, Social Care Inspector

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