

2672490

Registered provider: Netpex Ltd

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 four children who may experience social and emotional difficulties. At the time of the inspection, three children were living in the home.

The manager registered with Ofsted in November 2022.

Inspection dates: 5 and 6 August 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: 7 May 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/05/2024	Full	Good
30/05/2023	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff interactions with children are consistently warm, friendly and supportive, fostering a nurturing and stable home environment. Staff show genuine affection, creating a space where children feel safe and valued. All children's achievements are celebrated. The unwavering support that children receive from staff gives them the confidence that they can achieve their goals and helps them to be aspirational for the future. In this positive atmosphere, children engage together and are very happy.

Children are in full-time education. They regularly attend and are making good progress from their starting points. Staff help children to understand the importance of education and have high aspirations for them. Staff maintain close working relationships with teachers and support children in school when difficulties arise. This ensures that children have positive experiences and make good progress towards their learning.

Staff value children's relationships with their families and encourage them to regularly spend time with the people who are most important to them. Staff advocate on children's behalf and put forward their wishes about spending time with family. When relationships become difficult, staff are proactive and work to resolve any conflicts. This approach means that children have access to positive family time and maintain their identity.

The children progressively learn essential life skills such as cooking, budgeting and managing their self-care. The staff remind children just how capable they are. One child who previously could not leave the home is travelling independently to school using public transport, which is a significant achievement. These skills prepare children for successful transitions to independence in the future.

Some children enjoy a range of activities in the home and in the community. They go out to eat with staff in local restaurants and enjoy the cinema, swimming, gym and shopping activities. However, when other children choose to stay in their bedrooms, staff do not consistently encourage or motivate them to take up these opportunities.

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

Children's plans are comprehensive and give great insight into the children's needs and risks, and how these are to be managed to ensure their safety and well-being. Each child has a positive behaviour support plan that outlines individualised strategies to support staff in understanding and supporting their complex needs. As a result, children are well supported and protected.

When challenges arise, staff support children to reflect on their experiences and consider alternative ways to respond. This helps build their confidence and empowers children to make safe and positive decisions in their lives. One child said, 'I am grateful because I

have made some poor choices in the past. They didn't get mad at me, they just helped me to learn right from wrong. I am making better choices now and am really proud.'

When children go missing from the home, staff follow detailed missing-from-home plans. Staff make every effort to locate children, and they keep in contact with children when they are missing to encourage their safe return. This shows children that staff care about them and their welfare. On their return, children are welcomed. They are offered an independent return home interview and spend time with staff to talk about their experiences and risks, so that staff can be assured of their well-being.

Allegations and complaints are investigated fully. Managers speak with children, relevant agencies and professionals. Outcomes of concerns raised are documented and those who are involved are made aware of outcomes. This reassures those who have raised concerns that they are listened to.

Most of the children are generally healthy and attend regular appointments and annual health reviews. For one child with specialist health needs, plans are in place. However, staff lack the necessary training to ensure the child is using their medical equipment correctly, as the child currently manages this independently.

Following a bedroom search for one child, the home introduced an invasive safeguarding strategy in consultation with professionals. However, the strategy lacks a defined end date and clear monitoring processes, which may result in inefficiencies and unclear outcomes.

The effectiveness of leaders and managers: good

The registered manager is a positive role model. He provides strong leadership and guidance to the team. He is child centred in his approach to providing care and ensures that children are at the centre of staff practice. Staff say that they like coming to work. They feel well supported and can approach the registered manager and deputy manager with any concerns.

A consistent staff team is in place. Some staff are qualified and others are completing the relevant qualification. Staff receive training specific to the needs of children, such as neurodivergent conditions and trauma-informed practice, so they can continue to deliver a high-quality service. They are provided with opportunities to reflect through regular supervision, so that they can learn and develop their practice.

The registered manager has a detailed understanding of the strengths and weaknesses of the staff team. For example, when allegations have been made, following investigations, lessons learned exercises are carried out and single subject supervision and training are put in place for staff to develop their knowledge and understanding. This is further strengthened by a clear workforce development plan.

The registered manager and the deputy manager have effective monitoring and review systems in place to ensure that they understand how the children are making progress.

Senior managers undertake comprehensive audits to identify any shortfalls. These are carried out by the management team to ensure that the children are receiving good-quality care and live in a homely environment.

The registered manager and staff speak with children about their child-focused plans. This enables children to understand their personal circumstances, reflect on difficulties and discuss what support they need. The outcome for one child was that they were able to spend family time with a family member they had not seen for a long time.

There is no conscientious leadership approach to supporting the children to adopt healthier lifestyles. Meal plans and the weekly food shop do not adequately reflect the children's dietary needs. Staff have been ineffective in using their influence and knowledge to promote a healthy eating regime. As a result, there is a lack of emphasis on encouraging the children to enjoy a balanced and nutritious diet.

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. (Regulation 12 (1) (2)(a)(i)) In particular, the registered person must ensure that they assess, monitor and set an end date for invasive strategies to safeguard children.	9 September 2025
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (2)(c)) In particular, the registered person must ensure that staff receive the appropriate training relating to one child's health needs.	9 September 2025
The health and well-being standard is that— the health and well-being needs of children are met. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to—	9 September 2025

achieve the health and well-being outcomes that are recorded in the child's relevant plans;

take part in activities, and attend any appointments, for the purpose of meeting the child's health and well-being needs. (Regulation 10 (1)(a) (2)(a)(i)(iii))

In particular, the registered person must ensure that staff adhere to children's dietician's plans and use this to inform meal plans.

The registered person must ensure that staff encourage children to take part in activities that support them with healthy living.

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: 2672490

Provision sub-type: Children's home

Registered provider: Netpex Ltd

Registered provider address: Offices rear of 93c, Upper Clapton Road, London E5 9BU

Responsible individual: Chukwukem Mafe

Registered manager: Uche Mgbemena

Inspector

Sadia Akhtar, Social Care Inspector

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