

2675423

Registered provider: Eliali MPC

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private organisation. It provides care for up to 3 children with social and emotional difficulties.

The manager is registered with Ofsted.

At the time of the inspection, 3 children were living at the home, and they contributed to the inspection.

Inspection dates: 27 and 28 January 2026

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: 27 August 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/08/2024	Full	Good
21/06/2023	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Children benefit from positive and trusting relationships with staff. They approach staff freely and with confidence, and staff respond in a nurturing and caring manner. This supportive environment helps children feel safe, valued and understood.

Children are encouraged to take part in activities in the local community. They go to the local gym, for walks in the park, and to theme parks and go-karting. This helps children to develop their interests and supports their emotional wellbeing and self-esteem and develops their confidence.

The educational progress of 2 children is not yet at the required standard. While staff make consistent efforts to motivate and support children to engage in learning, this remains a challenge. Staff balance their persistent encouragement with empathy, given the difficulties children experience. For those children who are not in formal education or training, staff provide learning opportunities in the home to help maintain routine, build confidence and promote continued educational development.

The staff support children to celebrate their culture, religion, faith and beliefs. Children's cultural needs and beliefs are well understood by staff. Children are supported to celebrate their traditional festivals in line with their beliefs. As a result, children feel valued, and are comfortable exploring their identity without the fear of being judged.

Staff support children to take an active role in their day-to-day care, helping them to develop important skills and independence. Children spend time with staff discussing matters outlined in their care plans. However, the extent of children's contribution to these discussions is not always clearly recorded. It is also not evident that children fully understand what is expected of them.

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

The children have individual risk assessments and positive behaviour plans. These include known information about the children and information about their emerging needs and risks. Therefore, staff can identify and understand areas of risk and how best to respond to these risks to help keep the child safe.

Two children have had a high number of missing-from-home episodes. Staff follow the home's missing-from-home procedures consistently and work closely with the local police and the children's families to gather information that may help prevent further episodes. Children often choose to return to the home independently. In partnership with the local authority, staff have developed and implemented strategies aimed at reducing the frequency of these incidents and supporting the children to remain safe.

The managers and staff have been required to manage some serious incidents. Staff have remained resilient and committed to all the children and used their skills and relationships with children to keep them safe. Staff have worked closely with the home's therapist, which has enabled them to understand children's vulnerabilities.

External and involved professionals are positive about the support children receive from the manager and staff in helping them manage their behaviour. They report that communication with the home is consistently good. One social worker commented, 'In relation to safeguarding, they go above and beyond.'

The manager follows rigorous recruitment processes to ensure that only adults assessed as safe and suitable to work with children are employed. On one occasion, the manager identified practice concerns relating to a staff member but did not hold any follow-up discussions. As a result, the staff member did not receive support to reflect on the needs of the children or their own practice. This also limits the manager's ability to address concerns proactively and to ensure that staff receive any necessary guidance or support to develop.

The effectiveness of leaders and managers: good

The registered manager is aspirational for children. The manager has developed a group of staff who are loyal and committed. Staff say they enjoy coming to work and receive good support from the manager. As a result, staff morale is high and they remain clearly focused on providing children with a high standard of care. Staff retention has ensured that the children experience a high level of consistency in their care.

The manager has ensured that there is diversity within the staff team. Children benefit from having a culturally diverse team of staff who are very positive role models.

Staff have managed some challenging situations and behaviours, which have tested their resilience. Team meetings have taken place regularly, and priority meetings are held following significant incidents to fully understand what has happened. However, discussions about individual children are not a standard agenda item. As a result, staff are not always given dedicated time to reflect as a team, explore current issues or consider how best to support the children in their care.

Management oversight of the home, particularly of incidents, has led to some shortfalls. Key documents lack the required scrutiny and evaluation by the manager. This prevents learning from events and improving practice, which could better support children's outcomes. Leaders recognise this as a weakness and have identified areas for improvement.

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 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)(b)) This specifically refers to ensuring that records of incidents are clear and detailed and demonstrate management oversight, reflection and learning.	24 April 2026
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff have the experience, qualifications and skills to meet the needs of each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home;	24 April 2026

use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(f)(h))

In particular, ensure that:

staff receive training in neurodiversity and working with refugee children; documents are signed, dated and evidence good managerial oversight; the manager identifies staff practice issues and deals with these appropriately, and provide a learning review to identify opportunities to improve staff resilience and prevent future placement breakdowns.

Recommendation

- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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: 2675423

Provision sub-type: Children's home

Registered provider: Eliali MPC

Registered provider address: Regus 2, 1st Floor, Croxley Park, Watford, England, WD18 8YA.

Responsible individual: Susan Nganga

Registered manager: Aarizo Sekandarzade

Inspector

Corline Parker, Social Care Inspector

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