

2724602

Registered provider: Serenity Welfare Ltd

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care for one child who experiences social and emotional difficulties.

There was one child living at the home at the time of this inspection.

The home was registered with Ofsted on 1 August 2023. There has been no registered manager in post since August 2024. There is currently no responsible individual.

Inspection date: 10 March 2026

Date of last inspection: 19 August 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.

Since the last inspection, one child has remained living at the home.

The home is clean, tidy and welcoming. There are plans for the home to be refurbished. The child living at the home has been involved in these plans and is pleased with the digital images they have created. This helps them to feel involved in decisions made in the home, creating a sense of belonging.

The child living at the home has formed good relationships with staff. They enjoy spending time with staff, engaging in a range of activities, including a trip to London, cooking, playing football in the community and taking part in gaming in the home.

The child's emotional health needs are being supported, and specialist services are helping the child to better understand and manage their behaviour.

Care plans are comprehensive and identify how the child will be supported in alignment with the local authority's plans. Staff complete weekly summaries, shared with the child's social worker, which help them to understand how the child is making progress.

The child living at the home is subject to a deprivation of liberty order. In line with this order, staff support the child to participate in a wide range of activities in the community. This enables the child to spend time away from the home safely.

When the child goes missing from the home, staff follow the relevant protocol. On the child's return, staff spend time talking and listening to the child to help the child to understand their concerns and to reduce the risk of harm.

The child has a detailed risk assessment and behaviour support plan. The plan identifies ways of supporting the child to ensure a constructive approach to managing behaviour.

No registered manager has been appointed since the last inspection. This has created instability in the team and has impacted on the management oversight of the home. There has been some progress in relation to the previous requirements, although 5 requirements have been restated. This is a direct result of not having a registered manager in post.

The senior leadership team has oversight of staff training. Staff do attend training and have all completed safeguarding training and physical intervention training. There are some gaps in specialist training; this training is required to enable staff to

have the professional knowledge that will support them to meet the needs of the child living at the home. This includes training regarding caring for children who are subject to deprivation of liberty orders. The training that staff have received has not been sufficient to provide them with a full understanding of the relevant issues.

There is a newly-appointed responsible individual, and a new manager has been recruited. The responsible individual has created a development plan, which includes prioritised actions to address the restated requirements. The appointment of a new manager is intended to bring stability to the team and ensure that staff receive the required support.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/08/2025	Full	Requires improvement to be good
22/01/2025	Full	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 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 work as a team where appropriate; ensure that the home's workforce provides continuity of care to 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; demonstrate that practice in the home is informed and improved by taking into account and acting on— feedback on the experiences of children, including complaints received; and 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)(b)(e)(f)(g)(ii)(h)) In particular, the leadership and management team should ensure that they monitor and evaluate the care provided in the home so they have good understanding and oversight	28 April 2026

when concerns arise and are able to understand the impact the care children receive has on their progress. In addition, leaders and managers should ensure that there is consistent staffing so that children are able to build consistent positive relationships and have clear boundaries. This requirement was made at the last inspection and is restated.	
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report"). The registered person must— supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home. The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1) (2)(a)(b)(c) (3) (4)(a)(b) (5))	28 April 2026

In particular, the registered manager must ensure that they complete the regulation 45 review of the home and submit this to Ofsted. This requirement was made at the last inspection and is restated.	
The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience; and have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(a)(b)(c)) In particular, leaders and managers must ensure that staff complete training as needed to support children’s needs, have regular supervision and annual appraisals that support their professional development. This requirement was made at the last inspection and is restated.	28 April 2026
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; have the skills to identify and act upon signs that a child is at risk of harm; 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)(iii)(v))	28 April 2026

In particular, leaders and managers must ensure that staff complete safeguarding and other related training so that they have the skills to support the children who live in the home. Leaders and managers must ensure that an accurate record of staff training is kept. This requirement was made at the last inspection and is restated.	
The registered provider must appoint a person to manage the children's home if— there is no registered manager in respect of the home. (Regulation 27 (1)(a)) This requirement was made at the last inspection and is restated.	28 April 2026

Recommendation

- The registered person should have a workforce plan which can fulfil the workforce-related requirements of regulation 16, schedule 1 (paragraphs 19 and 20). The plan should detail the necessary management and staffing structure and the experience and qualifications of staff, in line with the home's statement of purpose. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.8)

Children's home details

Unique reference number: 2724602

Provision sub-type: Children's home

Registered provider: Serenity Welfare Ltd

Registered provider address: Wormley Hill House, Church Lane, Broxbourne
EN10 7QQ

Responsible individual:

Registered manager: Post Vacant

Inspector

Helen Daniel, Social Care Inspector

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