

2728028

Registered provider: Quest Children's Home Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private company owns this home. It provides care for up to two children who may have social and emotional difficulties. The inspector spoke with both children living in the home during the inspection.

There is a suitably qualified and experienced manager in post.

Inspection dates: 8 and 9 July 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: 16 April 2024

Overall judgement at last inspection: Requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/04/2024	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last full inspection, two children have moved out of the home and two children have moved in. Leaders and managers have reflected on the challenges faced when children moved out unexpectedly and have taken steps to improve practice. Admissions to the home are now carefully considered and well planned. Staff meet with children prior to their arrival and, where possible, facilitate visits to the home. This reduces anxiety and supports children to settle quickly.

Children speak positively about life in the home. One child scored the home ten out of ten, and another gave it nine out of ten. These ratings are underpinned by the strong relationships children have with staff, who they describe as 'great'.

Children enjoy positive relationships with staff. They feel that staff support them and understand them. One child spoke about how staff had taught him to tell the time, and to write. While another described the care and kindness they receive when feeling angry, saying staff talk to him and are nice. These nurturing responses help children feel safe and enable them to make positive progress.

Children receive individualised care underpinned by detailed plans. The therapeutic model used in the home is well embedded, and staff benefit from regular consultation with the home's therapist. This equips them to support children's emotional well-being and personal growth. Children's attendance at, and engagement with, education has improved. Where appropriate, contact and relationships with family members have also strengthened.

Children recognise the progress they are making. One child reflected, 'My life has got better... I used to be a troubled child; I am now more relaxed and listen better.' He explained that staff speak calmly with him when things go wrong, which enables him to listen and reflect rather than become angry.

Children's physical and mental health is a priority. Children benefit from consultations with the home's therapist. Staff frequently have important conversations with children designed to help them to stay safer, support their learning and development, and nurture important relationships and interests.

Children enjoy a wide range of activities of their choosing. Among other things, they go rock climbing, ice skating, to the gym, to the cinema and play football. These activities help children to learn new skills, build friendships, and make memories.

Although children experience high-quality care, the physical environment of the home requires improvement. During the inspection, several issues were noted including broken furniture, damaged guttering, holes in walls, and garden waste. These detract from the overall presentation and standard of the environment, and leaders are aware of the need for timely improvements.

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

Children feel safe living in the home. Staff have a good understanding of the risks to children and how to keep them safe. As a result, children are becoming increasingly safe. Since moving to the home, children's incidents of violence in school and towards members of staff have significantly reduced.

Staff are skilled in calming challenging situations. Physical intervention is used only when necessary and proportionate, and as a result, incidents involving restraint are rare. When incidents do occur, there is strong managerial oversight, which focuses on learning so that children's experiences can be improved.

Staff manage children's behaviours well. Consequences are used infrequently and are proportionate to the behaviour they aim to address. Staff provide follow-up discussions to help children understand and learn from their actions.

When children make allegations, leaders and managers take them seriously. Leaders and managers act quickly to ensure that children and staff are kept safe. They notify the relevant professionals and keep children informed of the outcome. This contributes to children feeling listened to and safe.

Some restrictive practices are agreed and documented within children's plans; however, they are not routinely reviewed. These include two-to-one staffing arrangements and restrictions relating to mobile phone use and children accessing the community independently. The lack of regular review limits opportunities to reduce restrictions when it is safe and appropriate to do so.

The effectiveness of leaders and managers: good

Leaders have high aspirations for the children in their care and demonstrate strong commitment to improving outcomes. They foster effective partnerships with families and external agencies, resulting in timely and coordinated support. Feedback from professionals is positive, citing effective communication, nurturing relationships, and clear evidence of children's progress.

Staff well-being is prioritised. Staff access regular individual and group consultations with the home's therapist, which supports their emotional resilience and professional development.

Staff report feeling valued, supported, and confident in their role. Supervision and team meetings are held regularly and provide valuable space for reflection, shared learning,

and development. Staff consistently speak positively about the support they receive from managers.

Staff are provided with training relevant to children's needs, although oversight of training compliance is not yet fully robust. Improvements in this area would ensure consistent knowledge and skill across the team.

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 quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— provide to children living in the home the physical necessities they need in order to live there comfortably; provide to children personal items that are appropriate for their age and understanding; and make decisions about the day-to-day arrangements for each child, in accordance with the child's relevant plans, which give the child an appropriate degree of freedom and choice; ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; and enable each child to participate in the daily life of the home; and (Regulation 6 (1)(a)(b) (2)(b)(vii)(viii)(ix)(c)(i)(ii)) In particular, ensure that restrictions to children are kept under regular review. And to ensure that any damage to the home is fully repaired as soon as it is practically possible.	10/10/2025

Recommendation

- The registered person should ensure that they have good oversight of the training staff complete. ('Guide to the Children's Homes Regulations, including the quality standards', page 54, paragraph 10.24)

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: 2728028

Provision sub-type: Children's home

Registered provider: Quest Children's Home Limited

Responsible individual: Mharyia Sabar

Registered manager: Maruam Fathma

Inspector

John Tomlinson, Social Care Inspector

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