

2734050

Registered Provider: Serenity Housing Service Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and provides care for up to 4 children with social and emotional difficulties. At the time of the inspection, no children were living in the home.

There has been no registered manager since February 2024.

Inspection date: 9 April 2026

This monitoring visit

In November 2025, Ofsted received information from other agencies which raised significant concerns about the safeguarding practice in the home. Specifically, concerns related to leaders and managers' decision-making around unknown adults visiting the home and poor supervision of a child who was living in the home at the time. No other children were living in the home. The concerns raised were being investigated by the appropriate agencies. Due to the significance of what occurred, the child's local authority moved them on from the home immediately. The concerns were so serious that they placed children at risk of harm. Consequently, Ofsted suspended the home's registration. This means that the provider is unable to move children into the home while under suspension. Following the previous monitoring visit, the provider was issued with a notice to suspend the registration for a further period.

The purpose of this monitoring visit was to consider the provider's responses since the home's registration was suspended and to gain evidence of the suitability of the provider to continue to be registered. No children have moved into the home since the first suspension notice was issued.

The home continues to be without a registered manager. A new manager has been appointed, along with a responsible individual. However, neither have submitted

their applications to be registered with Ofsted. Additionally, neither have extensive experience of working in or overseeing registered children's homes. The provider has appointed a service manager who does not have direct experience of managing children's homes. Neither the responsible individual nor the service manager work in the home full time. There is a lack of clarity regarding how frequently the responsible individual would work in the home. This was later confirmed as once a week. The manager was unable to attend the home on the day of the monitoring visit.

The seven members of the staff team have been provided with contracts for working in the home. However, there are inconsistencies and a lack of clarity in these contracts. For instance, those seen were for 3 days or 20 hours per week. However, the 3-day contract was not explicitly clear that this meant a week. Staff are working with other employers during the suspension period. Consequently, there is a lack of opportunity for staff to learn and work together as a cohesive team. The new manager has been in contact with staff's current employers to check that they remain suitable and have not had any safeguarding concerns raised while working away from this home. The provider spoke of fortnightly team meetings taking place to keep the team updated. However, these could not be evidenced at the time of the visit, with the last recorded team meeting being in September 2025. Similarly, the leadership training meeting referred to in information made available to Ofsted has not been scheduled to take place yet. This demonstrates a continued lack of urgency to make the required improvements that are necessary to provide safe care to children and to ensure that the home is operated in accordance with the relevant regulations.

Staff have had training in some areas, and this remains ongoing. The manager keeps in touch with staff and details their areas of development and training needs. The senior staff members appointed will have specific areas they will be responsible for, specifically safeguarding and the therapeutic model of care. However, neither have had additional training in the areas that reflect their lead roles.

The staff workforce development plan and rota demonstrate that there is a suitable number of staff. However, it is not a highly skilled or experienced team. This, alongside a management team with little experience in registered children's homes, is a significant concern. Only one member of staff in the whole team has a suitable level 3 or equivalent qualification in residential childcare. Staff have not had all the training they require at this stage nor had the opportunity to fully embed this into practice.

The provider is of the view that it has implemented the recommendations from the safeguarding review, such as joined-up missing-from-home plans and documents for consistency and updating policies. The home has a camera doorbell and alarms on external doors to help prevent unauthorised access to the home. The doorbell has

not been linked to a phone at this stage, and the plan is for it to be used post-incident or concern. Consequently, it does not add a layer of protection at the time of an incident. The exterior door alarms are connected to the frame in an unsightly way, which would be easy to tamper with or remove. This also detracts from a homely environment.

With regard to staff reflection on the significant safeguarding issues, they had a group opportunity to do this in early March 2026. The use of supervision as a space to reflect is also planned for future supervision sessions. The provider wants to incorporate staff reflection for all future incidents too.

The process for checking visitors is still not fully clear. This is because there is a lack of clarity regarding how this will work for friends of children or those who appear under 18 without formal identification. However, staff will be expected to supervise any visitors in communal areas.

The implementation of the quality assurance and monitoring framework has not been fully implemented. The purpose is to monitor all aspects of the service with staff having responsibility for certain areas. The plan is to simplify oversight. However, this could not be tested as the proposed framework is not in place. Alongside this, information made available to Ofsted refers to the 'implemented annual independent governance review'. However, this has not yet been started.

The director who was present at the visit spoke about the relationship with the other director as being 'mutual' and assured the inspector that they could work together for the business. However, there is little evidence to support this. This is a concern as it was identified in an independent investigation that there were systemic safeguarding failures due to a lack of leadership governance. The investigation outcome concluded that this contributed to the significant incidents that occurred in the home which resulted in a child experiencing harm. There are no meaningful plans in place to address the systemic safeguarding failures or the governance of the home.

The home's statement of purpose requires a full review. It refers to guidance that is either out of date or non-existent. The language is institutional and not child centred. Additionally, it does not include all information as required in regulation, including details of the full staff team.

The home environment requires a thorough clean and redecoration both internally and externally. The garden and driveway are poorly presented. Upstairs windows were open despite nobody staying in the home, making access easy. The shower tray is cracked in the downstairs bathroom and has been mended poorly. At this stage, the home is not habitable for children.

Some requirements relating to care planning and staff recruitment could not be fully tested at this monitoring visit. Therefore, they are restated. Other requirements, specifically those relating to the protection of children, leadership and management and staff supervision, were not met and have been restated. Two new requirements have been raised in relation to the lack of a registered manager and the home's statement of purpose.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/04/2025	Full	Good
16/04/2024	Full	Good
10/01/2024	Full	Inadequate

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; help each child to understand how to keep safe; 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; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies; 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; and that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi)(vii)(b)(e))	5 May 2026

This requirement is restated.	
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; that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child’s health. (Regulation 12 (1) (2)(c)(d)) In particular, ensure that the home is suitably cleaned, decorated and maintained.	5 May 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 work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for each child; 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)(c)(d)(h))	5 May 2026

This requirement is restated.	
The care planning standard is that children— receive effectively planned care in or through the children’s home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home’s statement of purpose; that arrangements are in place to— plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child’s placing authority; that each child’s relevant plans are followed. (Regulation 14 (1)(a)(b) (2)(a)(b)(iii)(c)) This requirement is restated.	5 May 2026
The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(a)(b)) This requirement is restated.	5 May 2026
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; or	5 May 2026

if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3). The requirements are that— the individual is of integrity and good character; the individual has the appropriate experience, qualification and skills for the work that the individual is to perform; the individual is mentally and physically fit for the purposes of the work that the individual is to perform; and full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a)(b) (3)(a)(b)(c)(d)) This requirement is restated.	
The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. The registered person must provide a copy of the statement of purpose to HMCI and make a copy of it available upon request to— a person who works at the home; a child, or a child for whom accommodation in the home is being considered; a parent of a child, or a parent of a child for whom accommodation in the home is being considered; a child's placing authority. The registered person must— keep the statement of purpose under review and, where appropriate, revise it; and	5 May 2026

notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. Subject to paragraph (6), the registered person must ensure that the home is at all times conducted in a manner which is consistent with its statement of purpose. (Regulation 16 (1) (2)(a)(b)(c)(d) (3)(a)(b) (5))	
The registered provider must appoint a person to manage the children's home if— there is no registered manager in respect of the home; and the registered provider— is an organisation or a partnership; does not satisfy regulation 28; or is not, or does not intend to be, in day-to-day charge of the home. If the registered provider appoints a person to manage the home, the registered provider must, without delay, give HMCI notice of— the name of the person so appointed; and the date on which the appointment takes effect. (Regulation 27 (1)(a)(b)(i)(ii)(iii) (2)(a)(b))	5 May 2026

Recommendation

- The registered person should ensure that all serious incidents are notified to Ofsted within 24 hours. The notification should be accurate and include details of the action taken in response to the incident. ('Guide to the Children's Homes Regulations, including the quality standards', page 63, paragraph 14.13)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 2734050

Provision sub-type: Children's home

Registered provider: Serenity Housing Service Ltd

Registered provider address: 320 City Road, London EC1V 2NZ

Responsible individual: Post vacant

Registered manager: Post vacant

Inspector

Jennie Christopher, Social Care Regulatory Inspector

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