

2737107

Registered provider: Young Options Group Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a private provider. It provides care for up to two children with social and emotional difficulties. At the time of this inspection, one child was living at the home.

The home registered with Ofsted on 4 September 2023. The manager has been in post since May 2025 and is not yet registered with Ofsted. This is the first full inspection of the home.

The inspector was aware during this inspection that a serious incident that occurred at the setting since the last inspection is under investigation by the appropriate authorities. While Ofsted does not have the power to investigate incidents of this kind, actions taken by the setting in response to the incident were considered alongside other evidence available at the time of the inspection to inform the inspector's judgements.

Inspection dates: 3 and 4 July 2025

Overall experiences and progress of children and young people, taking into account

requires improvement to be good

How well children and young people are helped and protected

requires improvement to be good

The effectiveness of leaders and managers

requires improvement to be good

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

The child is not provided with a warm and welcoming home environment. There are broken items and damaged walls in many of the rooms, and the home is not maintained at an acceptable standard for children. This compromises the progress and safety of the child. Prompt attention is not given to areas needing redecoration or repair, which does not promote the children's sense of well-being in their home. Although the manager has plans for the development of the home, these plans have not been implemented in a timely manner.

Managers and staff understand the child's history and how this affects their ability to engage emotionally, socially and physically. They approach their care from the child's perspective, enabling the child to build confidence and trust in them.

The moving-in process for the child was thorough, well planned and conducted with careful consideration of their needs. Leaders assessed the needs of the child before they moved into the home. The assessment included evaluating whether staff had the necessary skills to meet the child's needs. Leaders also considered if additional training was required to ensure that staff understood the specific needs of the child. This resulted in a positive move for the child.

The child has made progress from their starting point. They have moved from having a negative sense of self to starting to feel more able to share their feelings, better regulate their emotions and behaviours and enjoy spending more time with staff, including sharing meals. Staff, the child's family and professionals see the child as engaging well, exploring education and presenting as happier. This is a significant achievement for the child.

The child has not attended school for a long time. With effective support from staff, the child is beginning to show more interest in learning and is working towards tutoring, gaining some qualifications and considering a college course.

Key-working records are highly detailed and are of good quality. They capture staff's discussions with the child on important topics. These include sessions about keeping safe online, healthy eating, personal safety and positive relationships.

The child is supported to keep in touch with people who are important to them, and staff fully support all agreed plans for direct or indirect time with family. This includes helping the child to visit family who live a far distance from the home and arranging for family members to visit the child at the home.

How well children and young people are helped and protected: requires improvement to be good

The arrangements for safeguarding are variable. Physical restraint is rarely used with the child, as staff are skilled in helping them understand their emotions and behaviours. They support the child to reflect on difficult situations and explore strategies for managing their feelings. However, there was one occasion when restraint was used and the records relating to this incident did not demonstrate that the hold used was a method that staff had been trained to use. Additionally, there was a lack of management oversight to identify effective practices and address any concerns. This is a missed opportunity to review and amend staff practice and to ensure that the needs of the child are consistently met.

Allegations made against staff are taken seriously, and appropriate responses are implemented to safeguard children. Managers report concerns to the relevant professionals, and measures are taken to prevent staff members from working in the home during the investigation. Additionally, managers collaborate with partner agencies to ensure that issues are thoroughly investigated and resolved. At the time of the inspection, there was an ongoing investigation, and appropriate action has been taken by leaders and managers to ensure the child's safety while this process takes place. Records clearly document the processes and actions taken.

When the child has left the home without permission or does not return at the agreed time, staff react swiftly by communicating with the child and contacting relevant agencies when required. When the child returns home, they are welcomed and supported to reflect on how they could be safer. At the time of the inspection, the child was missing from the home. Appropriate action was being taken and this included working closely with external professionals.

There are effective safer recruitment systems in place. Recruitment records are clear and well organised. Leaders and managers use a safer recruitment checklist to evidence that information has been checked and verified by them.

The effectiveness of leaders and managers: requires improvement to be good

There have been significant changes in the leadership team since the last inspection. This includes changes in the manager and the responsible individual. The previous manager left the home in May 2025, before Ofsted was able to assess their suitability for the role. A new manager has been in post since May 2025.

Although the manager has only been in post for a short time, they know the child and service well. They have already taken action to make improvements to systems and have ensured that staff are supported. One professional and one parent said that they have already noticed an improvement in communication since the new manager came into post.

Staff feel confident in the new manager's commitment to improving the culture in the team. They are positive about how new and existing staff are being supported to

develop the skills and experience needed to support children's progress and safety. However, staff have not been provided with regular and good-quality supervision. This is a missed opportunity for staff to reflect on their practice, promote their development and improve outcomes for children.

Staff feel supported by managers and appreciate having day-to-day guidance and support in their roles. Staff are provided with the appropriate induction and training to fulfil their roles. The team has regular opportunities to meet and discuss the care needs of the child at the home. The manager is prioritising the need to further upskill the team by working alongside staff and delivering additional support. Managers recognise that staff need to continue developing their confidence and experience.

Despite the shortfalls identified at this inspection, the manager and responsible individual demonstrate sound knowledge and motivation to develop the service moving forward. Staff members respect their leadership and the support they receive. Leaders and managers recognise that further work is required to fully embed the necessary changes.

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 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. (Regulation 6 (1)(a)(b) (2)(c)(i)(ii)) In particular, the manager should ensure that the home environment is maintained to an acceptable standard for children and that prompt action is taken to address the areas in need of renovation, redecoration and repair.	16 August 2025
The registered person must ensure that all employees — receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b)) In particular, the manager should ensure that all staff receive practice-related supervision on a regular basis.	16 August 2025

Recommendation

- The manager should ensure that staff clearly record the actions they take to support children when physical intervention is used. Records should enable leaders, the manager and staff to review the use of restraint to identify effective practice and respond promptly where any issues emerge. The review should provide the opportunity for amending practice to ensure it meets the needs of each child. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraph 9.59)

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: 2737107

Provision sub-type: Children's home

Registered provider: Young Options Group Ltd

Registered provider address: 128 City Road, London EC1V 2NX

Responsible individual: Gary Wontumi

Registered manager: Post vacant

Inspector

Sharron Dormand, Social Care Inspector

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