

2739033

Registered provider: Nirvana Residential Hubs Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company and is registered to provide care for up to 3 children with social and emotional difficulties.

The manager has been registered with Ofsted since April 2025.

At the time of the inspection, 2 children were living in the home.

Inspection dates: 10 and 11 December 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	outstanding
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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: 25 February 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/02/2025	Full	Good
19/03/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children enjoy positive relationships with staff who care about their wellbeing and want the best for them. Children describe staff as genuinely interested in their lives. This helps children to build trust and enables them to have confidence in sharing any worries with them.

Neither of the children currently attend mainstream education due to their individual circumstances. Staff work proactively with partner agencies and to support children's return to education. In the meantime, they ensure that children access interim learning opportunities, such as tailored tuition. For one child, this engagement represents significant progress as they had not participated in education for a considerable period prior to moving into the home.

Staff use a variety of tools to help children prepare for adulthood, including creative and personalised independence plans that they work through together. The toolkits and plans help to equip children with life skills, such as managing money, cooking and understanding personal safety resulting in children being effectively prepared for independent living.

Staff encourage and support children to participate in a range of activities that reflect their individual interests. Children say that they enjoy living in the home and describe having positive, rewarding experiences.

Moves into the home are managed with careful planning. During this inspection period, one child moved in following a thorough assessment of their needs. The manager ensured that staff were equipped to meet the child's specific needs, with additional training identified and provided when necessary. The manager held several meetings with professionals, family members and the child prior to the move, ensuring that all relevant information was gathered and the child felt supported throughout.

Staff are confident in applying the home's therapeutic model. They receive additional support and training to further their understanding that children's behaviour is a form of communication. Staff help children to find ways to express themselves, which enables children to develop healthier communication skills. One child reflected on their progress, saying 'I still have a temper but not as bad'.

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

All staff have a deep understanding of each child's individual risks and take proactive steps to safeguard them. They draw on research and work closely with specialist agencies to develop a thorough understanding of contextual risk, such as exploitation, implementing effective safeguards to mitigate these. Staff are highly innovative and

resourceful in their approach, using a range of tools alongside consistent professional curiosity to protect and support children.

Children feel safe and protected by staff. They describe staff as genuinely invested in their safety and wellbeing, taking proactive and effective steps to safeguard them. There are clear, well-communicated rules in the home, which children describe as fair. These boundaries enhance their sense of security and provide clarity in regard to routines and behavioural expectations.

Staff are clear of the steps required of them when children are missing from home. They remain consistently curious and identify potential triggers, enabling proactive measures to help prevent incidents. When children do go missing, staff maintain contact and go above and beyond to locate them. They notify relevant professionals and the police if children do not return at the agreed time and work closely with families to support a safe return. On their return, staff speak with children to understand the reasons for being missing and educate them about the associated risks. For one child, there has been a significant reduction in missing incidents since moving to the home, meaning that restrictions previously in place are no longer required.

Physical intervention has not been used during this inspection period; however, all staff are trained in its use should it ever become necessary. Staff are highly skilled in applying effective de-escalation strategies and focus on understanding the underlying reasons for behaviour. This approach is supported by the trusting relationships and detailed knowledge that staff have of the children.

Managers respond to practice concerns with the utmost seriousness, ensuring that they are promptly addressed and acted on. When necessary, thorough investigations are undertaken, and safeguarding professionals are consulted and kept fully informed throughout the process. Outcomes are proportionate to the concerns raised, with the safeguarding and welfare of children consistently prioritised above all else.

There is strong management oversight of all incidents, with comprehensive reviews used to identify learning and drive an open culture of continuous improvement. Children's risk assessments are regularly updated and clearly outline the actions and strategies required to help manage risks.

Managers ensure that robust safe recruitment practices are firmly in place, confirming that all staff are suitable to work in the home. These checks go beyond regulatory requirements, with the service contacting all previous employers for references. In addition, managers complete risk assessments and obtain written statements to explain any gaps in employment history.

The effectiveness of leaders and managers: good

The registered manager is enthusiastic and demonstrates a strong commitment to the home, with a clear focus on ensuring that children have positive experiences. She has a strong presence in the home and is described by children and staff as approachable and

available. This ensures that the manager maintains good oversight of staff practice and the progress children make.

Both the manager and the responsible individual have a detailed understanding of each child's needs and history. They maintain positive relationships with the children, who identify them as being among the trusted adults they can approach with any worries.

Staff describe a positive working environment and feel well supported by the manager. Those who have worked in the home for some time reflect on a positive journey of development, describing the home as a good place to work. New staff say they have a helpful induction process, during which they receive the guidance and training needed to undertake their role effectively.

Professionals and children's family members speak positively about the dedication and care provided to children, noting that staff are committed to safeguarding and creating positive experiences. They particularly value the quality of communication they receive from both staff and managers.

Managers have a clear understanding of the home's strengths and areas for development. Recruitment remains a focus due to some staff departures during this period, which have meant that children have experienced further changes in the staff who support them. This continues to be a priority for managers, who have taken steps to help improve future staff retention.

Children are aware of the complaints process and, although no complaints have been made, they feel confident that they can raise concerns if needed. Their views are regularly sought through one-to-one discussions and children's meetings, where they are consulted on aspects of their care, such as meal planning, activities and identifying what is working well and what could be improved on. Advocacy support is revisited regularly to ensure that children have independent avenues to express their views. Despite this, there have been missed opportunities to incorporate children's feedback during reviews of care undertaken by the manager and the independent person. Additionally, annual point in time surveys were not sent to children, children's families or professionals.

What does the children's home need to do to improve?

Recommendations

- The registered person should ensure that the children are regularly consulted about the quality of care they receive. Their views should inform the quality of care reviews completed by the manager and the visits completed by the independent person. ('Guide to the Children's Homes Regulations, including the quality standards', page 22, paragraph 4.11)
- The registered person should ensure that there are sufficient suitably trained staff to meet the assessed needs of the children in the home. The registered person should demonstrate every effort to achieve continuity of staffing so that children's attachments are not overly disrupted, including ensuring that the employment of any temporary staff will not prevent children from receiving the continuity of care that they need. ('Guide to the Children's Homes Regulations, including the quality standards', page 51, paragraph 10.1)

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: 2739033

Provision sub-type: Children's home

Registered provider: Nirvana Residential Hubs Limited

Registered provider address: Unit 3L, Temple Court, Knight Road, Rochester ME2 2LT

Responsible individual: Polly Coleman

Registered manager: Jodie Hazell

Inspector

Kerry Howarth, Social Care Inspector

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