

2747747

Registered provider: Open World 2 Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home registered with Ofsted in February 2024 and is privately owned. It provides care for one child who may experience social and emotional difficulties.

At the time of the inspection, one child was living at the home.

The post for a registered manager has been vacant since February 2026. The current interim manager started working in the home in March 2026.

Inspection date: 7 April 2026

This monitoring visit

The home was judged to have serious and widespread concerns at an assurance inspection on 18 February 2026. As a result, a compliance notice was issued on 23 February 2026.

The home's registered manager left following the assurance inspection. A new interim manager has been recruited and started working in the home in March 2026.

This monitoring visit was carried out to monitor the progress made against the compliance notice. The inspector found that the provider has met the compliance notice and made some progress in meeting the requirements raised at the assurance inspection.

Following the assurance inspection, the provider commissioned an independent investigation into the concerns raised in response to a child's allegation. The recommendations from this investigation have informed the provider's ongoing improvement.

Staff have completed refresher training which covers safeguarding procedures including how to respond to allegations of harm. Staff are also scheduled to

complete refresher training on physical restraint and whistleblowing. Leaders have also updated their manager induction programme to ensure that managers understand the role of the Local Authority Designated Officer (LADO), and the threshold for sending safeguarding notifications to the regulator.

Leaders have embedded this learning with staff through discussions in regular supervision sessions and team meetings.

The new manager has increased the monitoring and oversight of the home with morning and evening checks with the staff team.

Leaders and managers have continued to work towards meeting the requirements raised at the assurance inspection. These will be reviewed at the next full inspection, along with a recommendation raised at the home's last full inspection. An additional requirement has been raised at this visit due to a complaint made by the child not being effectively managed.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/09/2025	Full	Good
24/06/2024	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 with 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— 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. (Regulation 13 (1)(a)(b) (2)(g)(ii)) In particular, this relates to ensuring that records of complaints include details of the action required to prevent similar situations in the future and/or to address gaps in staff's practice.	1 May 2026
The registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there. (Regulation 40 (4)(c))	1 May 2026
The registered person must prepare and implement a policy ("the behaviour management policy") which sets out— how appropriate behaviour is to be promoted in the children's home; and the measures of control, discipline and restraint which may be used in relation to children in the home.	17 April 2026

The registered person must keep the behaviour management policy under review and, where appropriate, revise it. The registered person must ensure that— within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so (“the authorised person”)— has spoken to the user about the measure; and has signed the record to confirm it is accurate. (Regulation 35 (1) (a)(b) (2) (3)(b)(i)(ii)) In particular, leaders and managers must ensure that children have individualised protocols for physical restraint that include all safety measures to be taken by staff, and that all staff involved in physical restraint are spoken to after the incident.	
The registered person must prepare and implement a policy which— is intended to safeguard children accommodated in the children’s home from abuse or neglect; and sets out the procedure to be followed in the event of an allegation of abuse or neglect. The procedure to be followed in the event of an allegation of abuse or neglect must, in particular— provide for records to be kept of an allegation of abuse or neglect, and the action taken in response; describe the measures which may be necessary to protect children following an allegation of abuse or neglect. (Regulation 34 (1)(a)(b) (2)(d)(e)) In particular, leaders and managers must ensure that they analyse and document the conclusion of their internal investigations.	1 May 2026
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.	30 June 2026

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.

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) (5))

In particular, leaders and managers must ensure that they include feedback from parents and professionals to inform the quality-of-care review, and that they identify actions for ongoing improvement.

Recommendation

- The registered person should ensure that, in line with their individual health plans and the ethos of the home, children are offered advice, support and guidance on health and well-being to enhance, and supplement that provided by their school through PSHE education. Staff should have the relevant skills and knowledge to be able to help children understand, and where necessary work to change negative behaviours in key areas of health and well-being such as, but not limited to, nutrition and healthy diet, exercise, mental health, sexual relationships, sexual health, contraception and use of legal highs, drugs, alcohol, and tobacco. ('Guide to the Children's Homes Regulations, including the quality standards,' page 35, paragraph 7.18)

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: 2747747

Provision sub-type: Children's home

Registered provider: Open World 2 Limited

Registered provider address: 28 Daventry Road, Romford RM3 7QT

Responsible individual: Razwana Naeem

Registered manager: Post vacant

Inspector

Jo Mitchell, Social Care Inspector

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