

2748089

Registered provider: Waves Care Ltd

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned children's home provides care for up to three children who experience social and emotional difficulties.

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

A new manager has been appointed, and their application to register with Ofsted is in process.

Inspection date: 30 September 2025

Date of last inspection: 1 July 2025

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector has looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Staff have worked collaboratively to support the child to settle at the home. They have a clear understanding of the child's daily needs and routines and have an established care plan in place.

The home is actively supporting the child's educational development through discussion with the placing authority and the education provider. These activities are helping to provide structure and a sense of purpose to the child's day.

The child's views are considered in all aspects of their care and support. This ensures that their lived experience informs decision-making and promotes a person-centred approach. To further enhance inclusive practice, staff have completed diversity and equality training, strengthening their ability to support the child with sensitivity, respect and cultural competence.

Staff have worked with external agencies to complete an improved, well-informed risk assessment of the child's needs. As a result, appropriate referrals have been made to specialist agencies to ensure the child receives targeted support. The child's areas of vulnerability are understood, with clear safety plans in place.

Since the last inspection, there has been a marked reduction in incidents of concern and a reduction in the need for staff to use physical intervention. The child is beginning to show signs of trust in the staff's ability to keep him safe.

Staff are currently experiencing some challenges to support the child in relation to online safety and the impact this can have on his emotional well-being. They have yet to develop effective strategies to monitor, assess and manage potential risks associated with online safety.

The child has not gone missing from care.

Since the full inspection, there have been changes in the management team. Staff report that they feel well supported by the current manager and value the open dialogue around the changes, including the opportunity to provide feedback. Staff are provided with regular supervision sessions to share their views and support their development.

Leaders and managers have made progress in response to the shortfalls identified at the last inspection. However, recent improvements have yet to be fully embedded in practice. Therefore, some of the requirements from the previous inspection will remain in place.

The manager is actively working to ensure that staff are suitably trained and develop the necessary experience to meet the needs of the children in their care.

Internal monitoring processes are in place to support continuous improvement in the progress and experiences of children. These systems are contributing positively to the home's development. However, senior leaders are not providing sufficient support to managers to address complaints or concerns raised by staff. Recently, there was a missed opportunity to provide appropriate support to managers in handling a complaint sensitively and safely, which may have prevented escalation.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/07/2025	Full	Requires improvement to be good
16/07/2024	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 within 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— 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; ensure that the home's workforce provides continuity of care to each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; 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; and	20 December 2025

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)(e)(f)(g)(ii)(h)) In particular, senior leadership must ensure that there is full and consistent oversight and support for managers when dealing with complaints. This requirement was made at the last inspection and is restated.	
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— meet each child’s behavioural and emotional needs, as set out in the child’s relevant plans; help each child to develop socially aware behaviour; encourage each child to take responsibility for the child’s behaviour, in accordance with the child’s age and understanding; help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; communicate to each child expectations about the child’s behaviour and ensure that the child understands those expectations in accordance with the child’s age and understanding; help each child to understand, in a way that is appropriate according to the child’s age and understanding, personal, sexual and social relationships, and how those relationships can be supportive or harmful;	20 December 2025

help each child to develop the understanding and skills to recognise or withdraw from a damaging, exploitative or harmful relationship;

strive to gain each child's respect and trust;

understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children;

are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same.

(Regulation 11 (1)(a)(b)(c)

(2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(ix)(x))

This requirement was made at the last inspection and is restated.

Recommendation

- The registered person should consider how and when they support and monitor children's internet access to help them use the internet safely. ('Guide to the Children's Homes Regulations, including the quality standards', page 29, paragraph 5.19)

Children's home details

Unique reference number: 2748089

Provision sub-type: Children's home

Registered provider: Waves Care Ltd

Registered provider address: Alpha House, 296 Kenton Rd, Harrow HA3 8DD

Responsible individual: Sabia Khan

Registered manager: Aisha Zafar

Inspector

Shaheda Dhandia, Social Care Inspector

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