

2748215

Registered provider: INCLUSIVE CHILDREN SERVICES LIMITED

Full 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 6 children aged 8 to 17 with social and emotional difficulties and learning difficulties. The home provides medium- to long-term care on a planned basis and in an emergency.

The home was registered with Ofsted in January 2024. The manager was registered at the same time.

At the time of the inspection, six children were living at the home

Inspection dates: 24 and 25 February 2026

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	good
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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: 9 July 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/07/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children are making good progress. They are settled in the home and there is a family feel. Children enjoy spending time with the staff and eating dinner together.

Staff want the children to have positive memories of their time in the home. Children attend activities such as weekly football sessions and trips to arcades and theme parks. Staff also support children to create memory books and videos to reflect their time in the home.

Staff support children to communicate their thoughts and feelings. Children engage in meetings where they discuss the menu, house rules and plans for the week. Staff also support children to give feedback. When children complain, staff listen to their worries and ensure that children are satisfied with the outcome of their complaint. A child's social worker was impressed with the social stories that staff use to help a child to manage their emotions.

Staff take children's education seriously. Most children attend school regularly. Children engage in the home's independent skills programme. They are developing skills such as money management, job searching, personal hygiene and cooking. Staff record the independence sessions to demonstrate to professionals the child's progress in the home.

Staff celebrate diversity. One parent brings their cultural food to the home for their child to enjoy. Staff ensure that a child has the right hair care products and they often style this child's hair. There is a diverse staff team who provide the children with culturally diverse meals and musical experiences.

Children's bedrooms are well decorated and display their achievements and their daily routines in a way that children can understand. There is a relaxing sensory room in the home that children enjoy spending time in.

When new children move in, leaders and managers assess their needs alongside the needs of the other children living in the home. Consequently, children experience well planned transitions into the home. When children leave the home, managers reflect on the quality of care that they received.

There are some shortfalls in relation to children's records. Specifically, children's care plans are not child-friendly and are not consistently kept up to date. In addition, managers are still not ensuring that they receive copies of local authority plans in a timely way.

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

Staff know children's needs well. They understand the risks that children face and manage these well.

The children in the home have complex health needs that are well managed with multi agency support. Staff ensure that children attend their routine and specialist health appointments. Leaders and managers also have suitable oversight of children's medication through regular audits.

When incidents happen, children are supported with care and compassion. Consequences are proportionate and staff communicate with children when their behaviour is a concern. Staff no longer use physical intervention to manage incidents. However, when this has been used previously, records did not always demonstrate that leaders and managers provided additional oversight of the situation.

Staff know what to do when children go missing from home. One child does go missing, their social worker commends staff for their efforts and the way that they work with the child's parents to bring them home safely. When the child returns, they have an independent interview to gain information about their whereabouts and safety. However, children's risk assessments are not consistently kept up to date and staff do not consistently call the child in line with the manager's expectations. In addition, staff do not always ensure that the police have the most up to date information about the child.

Managers ensure that the physical environment of the home is safe for the children and the responsible individual undertakes regular health and safety checks. Children also have up to date evacuation risk assessments to keep them safe in the event of a fire. Managers ensure that all staff are safely recruited before working with the children.

The effectiveness of leaders and managers: good

The home is managed by a registered manager who understands the children's needs and cares for them.

The manager empowers staff to improve practice in key areas and staff are happy with the responsibility they have. Some staff are 'champions'. This allows them to lead other staff and support children in an area that they are an expert in such as health and fitness. Regular team meetings and supervisions encourage staff to reflect on children's progress, their responsibilities and how they can improve their practice.

Staff receive training to meet children's needs. This includes safeguarding training and specialised training such as epilepsy and seizure management. The workforce plan supports staff development and details their qualifications and experience. Staff work well with other professionals, who speak positively about the service. They highly praise the staff for their 'excellent' communication and regular attendance at meetings.

Leaders and managers have good oversight due to effective monitoring and review systems. These allow leaders to have consistent oversight of staff practice and the quality of care that children receive. Leaders and managers are aware that the oversight of children's records needs improving and have a plan to address this.

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, 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
In meeting the quality standards, the registered person must, and must ensure that staff— if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5 (c)) In particular, the registered person must ensure that they consistently escalate to local authorities when there are delays in receiving documents and important information. This should continue to happen until the relevant documents and support is in place. This requirement was made at the last inspection and is restated.	12 May 2026
The registered person must maintain records ("case records") for each child which are kept up to date. (Regulation 36 (1) (b)) In particular, the registered person must ensure that children's records are written in a way that children can understand. They must also ensure that they include up to date information about the child.	12 May 2026

Recommendations

- The registered person should ensure that there is always independent oversight of physical restraint records to ensure that risks are reviewed and that measures are in place to protect the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraph 9.59).
- The registered person should ensure that staff always follow the correct procedure when a child is missing from the home. They should also ensure that police have up to date information about the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 45, paragraph 9.28).

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: 2748215

Provision sub-type: Children's home

Registered provider: INCLUSIVE CHILDREN SERVICES LIMITED

Registered provider address: 46 The Ridgeway, North Harrow, Harrow HA2 7QN

Responsible individual: Lee Salmon

Registered manager: Tarinda Williams

Inspector

Chelsea Agyeman, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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