

2760076

Registered provider: Serenity Home Services Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home is registered to provide care for up to two children with social and emotional difficulties.

The home registered with Ofsted in January 2024.

There was one child living in the home at the time of the inspection.

Inspection date: 28 January 2026

Date of last inspection: 16 June 2025

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At these inspections, the inspector evaluated:

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

Inspectors have 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 identified no serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Since the last inspection, one child has moved into the home and two have moved out, leaving one child still living at the home. The child is settling in, and they feel comfortable discussing sensitive topics with staff. This helps the child to develop trusting relationships with them.

Staff support the child to attend routine health appointments. They are also helping the child to get back into education and progress with their learning.

Leaders and managers assessed the suitability of the child living in the home before they moved in. The child experienced a planned transition, however, records of this are incomplete.

Shared spaces in the home are tidy. There is CCTV outside the home, and the placing authority consent to this, the child is also aware of this arrangement. However, the child's room is not a clean environment. Leaders and managers have plans to support the child to clean their room.

The child does not go missing from the home. Staff ensure that the police have up to date information about the child. Leaders and managers have regular meetings with the placing authority. Staff know the child's family contact arrangements. This ensures that the child maintains contact with their family in a safe way.

Since moving into the home, the child has not been involved in any incidents. When the child is frustrated, natural consequences are used to help the child to reflect on their thoughts and feelings.

Not all staff understand the process to follow when a child makes an allegation, or that they can contact Ofsted or the local authority designated officer (LADO) directly if they have safeguarding concerns. This lack of awareness increases the risk of delays in notifying the appropriate external agencies about serious incidents.

Leaders and managers acknowledge that they have not responded effectively to all requirements and recommendations made at the last inspection. The child's file is disorganised and recording systems are still ineffective. For example, some records from consultations with the local authority designated officer (LADO) were not accessible on inspection.

Leaders and managers were unable to evidence how they consider and risk assess staffing arrangements to ensure that staff are suitable to work alone with children. Not all staff have been securely recruited. For example, some staff files do not contain full employment histories or complete references.

There is now a workforce development plan that supports staff with their development. Staff experience a thorough induction; and they are trained to meet the child's needs. Team meetings and supervision take place regularly. However, not all supervision sessions discuss safeguarding practice and children.

Leaders and managers are yet to see if their internal monitoring system is effective in overseeing staff practice and the child's care. The quality-of-care review lacks detail about the experiences of the children in the home. The statement of purpose was not submitted to the regulator within a suitable time and does not include details of the staff, their qualifications or experience.

When a previous child left the home, the old manager gave the child their full records. Although this has not occurred the new manager understands why records should be shared in a managed way that supports the child's understanding of their experiences in the home.

There is a new home manager and responsible individual in the home who are waiting for their applications to be considered by the regulator.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/06/2025	Full	Requires improvement to be good
09/04/2024	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, 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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure that staff are familiar with, and act in accordance with, the home's child protection policies; that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (1)(2)(a)(vii)(d)) In particular, leaders and managers must ensure that staff understand the process to follow when a child makes an allegation. Leaders and managers must ensure that the child's room is a clean and safe environment. This requirement was made at the last inspection and is restated.	13 April 2026
The registered person must maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c))	13 April 2026

In particular, leaders and managers must ensure that children's records are accurate and kept up to date. This requirement was made at the last inspection and is restated.	
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— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(h)) In particular, leaders and managers must ensure that they use internal monitoring systems effectively to improve the home. Leaders and managers must ensure that they risk assess staffing arrangements in the home. This requirement was made at the last inspection and is restated.	13 April 2026
The registered person must ensure that all employees receive practice-related supervision by a person with appropriate experience (Regulation 33(4)(b)) The registered person must ensure that supervision supports staff's understanding of safeguarding and the quality of children's care. All staff must receive the same quality of supervision. This requirement was made at the last inspection and is restated.	13 April 2026
The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (3)(d))	13 April 2026

This requirement was made at the last inspection and is restated.	
The registered person must ensure that the following items, which may be kept in electronic form, are kept in an accessible manner— children's case records (see regulation 36). (Regulation 38 (i)) In particular, leaders and managers must ensure that there is a contingency plan so that that children's files are always accessible. This requirement was made at the last inspection and is restated.	13 April 2026

Recommendations

- The registered person should ensure that the revised statement of purpose is sent to the regulator within 28 days of revision and includes details about the staff, their qualifications and experience. ('Guide to the Children's Homes Regulations, including the quality standards', paragraph 3.5, page 14)
- The registered person should ensure that when children complain, the staff involved are spoken to and a discussion takes place with children about the outcome of a complaint. ('Guide to the Children's Homes Regulations, including the quality standards', paragraph 4.13, page 22)
- The registered person should ensure that the quality of care review meets regulation 45 and focuses on the quality of care provided by the home, the experiences of children living there and the impact the care is having on outcomes and improvements for the children ('Guide to the Children's Homes Regulations, including the quality standards', paragraph 15.2, page 64)

Children's home details

Unique reference number: 2760076

Provision sub-type: Children's home

Registered provider: Serenity Home services Limited

Registered provider address: 63 - 66 Hatton Garden, fifth floor, suite 23,
London, EC1N 8LE

Responsible individual:

Registered manager: post vacant

Inspector

Chelsea Agyeman, Social Care Inspector

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