

2761989

Registered provider: Elever Care and Support Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home was registered with Ofsted in January 2025 and is privately owned. It provides care for up to four children who may experience social and emotional difficulties.

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

The post for a registered manager has been vacant since June 2025. The operations manager is managing the home pending the recruitment of a new registered manager.

Inspection dates: 8 and 9 July 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	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: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

Children make progress in the home. Staff support them to settle in, build positive relationships, and develop self-confidence. When children do not have a school place, staff advocate effectively on their behalf, and work with placing authorities to secure home tuition when needed. This advocacy has helped improve educational outcomes for children.

Children's views are meaningfully sought and responded to. Staff seek children's agreement before referring them to an advocacy service. This ensures that children are given the opportunity to express their wishes and feelings to an independent person. Children are actively encouraged to share their opinions, and regular house meetings take place to support their involvement in decision-making. Children know how to make a complaint, and each bedroom has a copy of the home's children's guide.

Staff provide children with a range of enjoyable activities. These include trips to London attractions, fun fairs, nail salons and shopping. Children are encouraged to participate in physical exercise and often go swimming or visit the gym. Activities are organised based on children's individual interests. For example, a child who really liked animals had regular opportunities to spend time with a pony and rescue dog.

Children live in a cosy, comfortable and tidy home with a family. The home is furnished and decorated to a good standard, providing a safe and welcoming environment. Children are encouraged to personalise their bedrooms, and the home is well stocked with books and board games for children to enjoy. The garden is surrounded by trees, which helps it feel secluded, and includes a large trampoline that children use for outdoor exercise. Children are also involved in choosing some of the home's furnishings. For example, one child went shopping with staff and chose new sun loungers and cushions for the garden.

Staff promote children's health needs well. They are diligent in supporting children to attend appointments and proactively seek input from health professionals when needed, including making referrals to mental health services and requesting medication reviews. However, staff are not always consistent in encouraging healthier sleep routines when children wake late in the day.

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

Staff manage missing-from-home episodes competently and sensitively. The home's protocol is well written and reflects a trauma-informed approach, emphasising the importance of providing children with a warm and nurturing welcome when they return. Staff understand and follow this protocol, maintaining detailed chronologies that clearly track each episode. Staff collect children when their whereabouts are known and return home interviews are always requested. Records show that meaningful conversations take

place when children return home, helping staff understand children's experiences while away from the home and identify any risks that need to be addressed.

Staff manage children's behaviour safely. The behaviour analyst provides oversight and contributes to children's plans, which staff implement well. Positive behaviour support is embedded in daily practice.

Consequences and physical interventions are not used. Instead, staff build appropriate boundaries in a considered way. Staff are skilled at calming situations without calling the police. A social worker said, 'I believe the staff went above and beyond to see them beyond their labels and really take the time to communicate and understand their needs and use a therapeutic approach towards them.'

Staff understand children's risks. Children's risk assessments are up to date and provide clear guidance on strategies to reduce these. Staff talk openly with children when they have made choices that could place them at risk, offering guidance and reassurances to help them reflect and stay safe.

Staff manage difficult situations well. Records are comprehensive and clearly describe how staff respond and the actions they take to keep children safe. The operations manager provides robust oversight and identifies any follow-up actions needed to support children and staff after these events.

Safer recruitment practice is in place. Employment gaps are checked, references are verified, and all the relevant identity checks are completed. However, leaders and managers do not make efforts to obtain overseas police checks for workers who originate from other countries. This shortfall could increase the risk of unsuitable adults working with children.

The effectiveness of leaders and managers: good

The home's leadership is good. The responsible individual brings extensive experience and maintains thorough oversight. When the registered manager left, the operations manager stepped in to lead the home during the recruitment of a new registered manager. This transition was well managed, minimising any impact on the child and staff team.

The operations manager knows the child very well and has a deep understanding of their needs and vulnerabilities, ensuring they receive the right support. The home also has an experienced deputy manager and is strengthening its leadership team by recruiting a second deputy manager.

Staff actively advocate for children in their care. They are very proactive in their communication with partner agencies, including health and education, to ensure that children's needs are fully met. For example, when preparing for a child's move, the operations manager promptly contacted the placing authority's virtual school to request

the transfer of the child's education, health, and care plan. She also emphasised the urgency of securing suitable education provision and advocated for interim tuition while a school place was being arranged. This proactive approach helps to secure better outcomes for children.

Communication with parents and external professionals is a strength. One parent said, 'You were always able to contact staff if needed.' External professionals benefit from regular and effective communication, with staff fully participating in meetings held by placing authorities. This open and consistent communication ensures that children receive coordinated and consistent support.

Staff feel well supported by leaders and managers. Staff describe them as very approachable, open in communication and committed to the team's ongoing development. Staff say they find supervision helpful, although it has not been consistently provided to all. However, leaders and managers are available, regularly engage with staff and take the lead in addressing any practice issues to ensure high-quality care for children.

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

Recommendations

- The registered person should maintain good employment practice. In particular, the registered person should attempt to obtain police information for staff who have lived outside of the UK to ensure that the recruitment of staff safeguards children and minimises potential risks to them. ('Guide to the Children's Homes Regulations, including the quality standards,' page 61, paragraph 13.1)
- The registered person should ensure that all staff receive regular supervision of their practice, which allows them to reflect on their practice and the needs of the children assigned to their care. ('Guide to the Children's Homes Regulations, including the quality standards,' page 61, paragraph 13.2)
- The registered person should ensure that each child's day-to-day health and well-being needs are met. In particular, the registered person should ensure that staff work consistently to support children to have healthy sleep patterns. ('Guide to the Children's Homes Regulations, including the quality standards,' page 33, paragraph 7.3)

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: 2761989

Provision sub-type: Children's home

Registered provider: Elever Care and Support Ltd

Registered provider address: 27 Old Gloucester Street, London WC1N 3AX

Responsible individual: James Borland

Registered manager: Post vacant

Inspector

Jo Mitchell, Social Care Inspector

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