

2771696

Registered provider: Oakley House Children's Home Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately operated and offers care for up to 3 children who experience social and emotional difficulties.

The registered manager has been in post since July 2025.

Inspection dates: 23 and 24 June 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 September 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/09/2025	Full	Good
03/09/2024	Full	Requires improvement to be good

Summary of findings

Since the last inspection, one child has moved out, and 2 children have moved into the home. Children are making substantial progress and benefit from positive relationships with staff who know them well. They enjoy a range of activities and are supported to attend education regularly and follow structured daily routines. Moves into and out of the home are well planned.

A shortfall was identified in relation to fire safety, with internal fire doors being wedged open. This has the potential to place children at risk in the event of a fire.

Inspection judgements

Overall and progress of children and young people: good

At the time of the inspection, 2 children were living at the home. The inspector spoke with both children and invited them to actively take part in the inspection and share their views.

The children are making strong progress due to the help and support of the staff. Children who moved in with poor routines and struggled to regulate their emotions effectively now have improved daily routines and can better manage and communicate difficult feelings.

Children's wishes and feelings are routinely taken into consideration. Staff seek children's views through children's meetings and informal conversations. Staff are creative at encouraging the children to take part in house meetings, using rewards such as takeaways if they participate and contribute their views.

The staff support the children to attend all medical appointments. They collaborate with relevant professionals and ensure that required health interventions, such as dental treatments, are carried out. A child was supported to attend several dental appointments, enabling them to receive the required treatment despite their fear of needles. Children have access to a wide range of health support services, which promotes their emotional wellbeing.

Staff promote children's educational progress through effective partnership and collaboration with schools, colleges and the virtual school. They provide children with consistent support and encouragement. As a result, both children have re-engaged positively with education, increased their confidence, and continue to make progress towards their educational goals.

Moves into and out of the home are well planned. The manager ensures that effective compatibility assessments are carried out to make sure that children moving into the home do not negatively impact those already living there. The manager also reviews staff's ability to meet the children's individual needs. When children move into the home

in an emergency, careful consideration is given to ensure that the experience is positive for all children.

The staff ensure that the children benefit from regular and positive contact with their families. Staff manage family time sensitively and with a high level of flexibility, ensuring that arrangements reflect each child's individual needs. Families consistently speak highly of the home, expressing strong confidence in the care their children receive. They describe the staff as 'amazing, caring and friendly'. One parent said that their relationship with their child has improved since the child moved into the home, due to the positive work staff have carried out with them.

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

There are effective safeguarding systems in place, which staff understand and are confident about when and how to use them. Partner professionals are positive about how the staff report any safeguarding concerns.

The manager ensures that staff have clear guidance in the form of clear individualised risk assessments for each child. These risk assessments are regularly reviewed and updated. Any changes are communicated promptly to the staff team. This means that staff practice remains responsive and children benefit from consistent support.

Both children have a history of going missing from home. When this happens, staff follow the protocols in place and manage situations effectively to support children's safe return. They maintain appropriate liaison with relevant professionals and others throughout. Staff demonstrate care and commitment to the children's safety. One member of staff said, 'When we are out looking for children, we do not return home until we find them.' Staff encourage the children to engage in meaningful and supportive conversations on their return. The manager requests that the child's local authority meets and talks with the child about each time they go missing. This provides an opportunity for children's views and experiences to be explored independently, and any information received to help keep them safe is acted on.

Staff carry out any required room searches sensitively, with clear recording and oversight. They ensure that children understand the reasons for any searches, and reassurance is provided throughout.

The home is well maintained throughout. However, most internal fire doors were wedged open on the day of the inspection. Failure to keep fire doors closed, or to have appropriate hold-open devices in place, means that any fire could spread more quickly. This has the potential to place children and others at risk of harm.

The effectiveness of leaders and managers: good

The registered manager is suitably experienced and holds a level 5 qualification. Senior leaders are actively involved in the home and work effectively with the manager. Leaders and managers know the children well and understand their individual needs. They

recognise the progress children make, including during short placements, and celebrate their achievements.

Staff speak positively about leaders and managers and the team culture in the home. They feel valued and well supported. They describe leaders and managers as 'approachable and supportive'.

Staff said the home is a welcoming and friendly place to work. Leaders and managers model practice effectively, which helps to create a positive working environment. Staff said that the managers are hands-on and not afraid to help the staff in practical ways. Staff note the manager is very supportive during any missing-from-home episodes and will come out to support them. This supports staff to feel confident in their roles and contributes to consistent care for children.

Leaders and managers maintain effective oversight of the home. They review key areas of practice and carry out reflective evaluations that identify strengths and areas for improvement. This oversight is used to provide guidance to staff and improve day-to-day practice. As a result, the quality of care continues to develop, and children receive consistent support that meets their needs.

External professionals reported that they are pleased with the care provided to children and the positive impact it has on their lives. They said that the children have settled well and formed positive relationships with staff. Partner professionals also stated that leaders and managers communicate effectively and work well with them. This supports a coordinated approach to meeting children's needs.

Leaders make effective use of the staff team meetings to share information and promote continuous improvement. Managers and other professionals deliver workshops to support the staff team's understanding of, and approach to, trauma. This contributes positively to children's experiences and outcomes. Staff receive a range of training that equips them to meet children's individual needs.

The manager ensures that safer recruitment checks are carried out for all staff before they are employed to work in the home. This helps safeguard children from unsuitable people working in the home.

Managers maintain effective oversight of incidents and missing-from-home episodes. They use the information gathered to drive continued improvement.

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
If the Regulatory Reform (Fire Safety) Order 2005(a) applies to the home— the registered person must ensure that the requirements of that Order and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home. (Regulation 25 (2)(b)) In particular, ensure that fire doors are not wedged or propped open and are able to close effectively in the event of fire, in accordance with the home's fire risk assessment and fire safety procedures.	1 July 2026

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: 2771696

Provision sub-type: Children's home

Registered provider: Oakley House Children's Home Ltd

Registered provider address: 413 High Street, London E15 4QZ

Responsible individual: Noor Hasmat Ali

Registered manager: Michelle Humphreys

Inspector

Andreia Alves da Silva, Social Care Inspector

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