

2775318

Registered provider: Nashe- UK Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned and provides care for up to four children who experience social and emotional difficulties.

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

The registered provider has recently appointed a new responsible individual, and we are currently checking whether this person has the relevant capacity, experience and skills to carry out the role.

There has been no registered manager since May 2025

Inspection dates: 30 April and 1 May 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: 25 February 2025

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: following the last inspection of the home, a compliance notices was issued under Regulation 13 of the Children's Homes (England) Regulations 2015. The compliance notice was served against the registered manager.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/02/2025	Full	Requires improvement to be good
04/12/2024	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

Family members are positive about the changes in the home. They recognise the progress the child is making and how the staff have supported this. Staff facilitate family visits, and they have helped the child visit family at their homes. Staff understand the importance of maintaining family time. Family members are pleased that the child now refers to the home as 'their' home. During individual sessions with the child, they have told staff that they like living at the home.

The management team understands the importance of consistency for the child. Regular temporary staff with whom the child has a relationship provide care for the child. Staff members who have recently left for other roles in the organisation will return to support the team on occasion. This provides consistency for the child. The child is pleased that familiar staff return to support them.

The child now has a regular educational plan and is working towards returning to full-time education. The management team strongly advocates for the child to receive their education entitlement and works closely with the local authority to achieve this. Staff have developed an education routine for the child, which includes in-house education and educational trips. This provides the child with numerous learning opportunities.

External professionals have challenged the child around their negative views of historical diversity and culture. The newly recruited home manager was instrumental alongside the external professionals in helping the child to understand historical events and current societal expectations and rules. Staff have also helped the child and consistently promoted equality and diversity. The child now has a better understanding and tolerance of other cultures.

Staff have not supported the child in building friendships with peers. The child has regularly voiced their wish for a social network, which staff have not acted on. They are displaying regular frustration and anguish at their lack of friendships. This has affected the child's well-being.

The home is well presented and has a modern style. However, on occasion, staff wear uniforms that display the organisation's logo. This does not promote a homely environment for the child.

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

The management team is committed to improving safeguarding practice. Staff understand their roles and responsibilities around safeguarding and can explain the processes. Managers in the organisation have attended additional training organised by the local safeguarding partnership. Safeguarding professionals have since visited the home to meet the staff and review the safeguarding processes that they follow. This has

provided a great opportunity for staff to build a relationship with local safeguarding professionals. As a result, staff and professionals have a better understanding of each other's roles in safeguarding the child.

Staff ensure that they participate in learning reviews after incidents. This helps them identify any themes or patterns in behaviour and increases their understanding of the child's needs. This has led to a reduction in physical interventions. After any incidents, the child is offered the opportunity to express their feelings and reflect. This has allowed the child to have a better understanding of their behaviour and why incidents occur. Staff support each other in maintaining their relationship with the child after any incidents. As a result, staff report having more confidence in managing the child's behaviours.

Recruitment checks are carried out to ensure that individuals are suitable to work with vulnerable children before they are recruited. Previous shortfalls around the recruitment of staff have been rectified.

Staff regularly update plans for the child; however, some plans are not clear. Some documents are inaccurate or lack detail. There have been recent changes to the child's long-term care plan. However, staff do not possess a newly updated care plan for the child. Although established staff are aware of the child's plan and current risks, there is a risk that new staff referring to these plans could be misinformed. This could potentially lead to the child receiving inconsistent care or support from staff.

The effectiveness of leaders and managers: good

Senior leaders have an ambitious vision for the home and understand the need for change. This vision is supported by the management team, and these changes are slowly being implemented. The management team has relocated the office from the top floor of the home to the ground floor. This has allowed managers to have better oversight of daily activity in the home. Managers are also able to provide support more quickly when this is required. Development plans have been updated to include realistic and achievable targets. Monthly action plans show that targets are now regularly being met.

Organisational monitoring and oversight of the home have improved. Senior leaders recognised that the registered manager needed additional support, so they recruited a management team to provide this. This decision has ensured that managerial tasks are carried out and children and staff receive appropriate levels of support. The registered manager has since relinquished his post.

Staff speak positively about working in this home and about the relationships they have built with the child. Staff describe their colleagues and the management team as 'supportive' and 'helpful'. Staff are especially positive about the newly recruited home manager and the experience and insight he has brought to the team. Staff describe him as an 'asset' to them.

Staff benefit from regular supervision and team meetings. These sessions provide staff with the opportunity to discuss the child's progress and reflect on their practice. Recently, the home has assigned individual lead roles to staff. This promotes cohesive teamwork and allows staff to take accountability for their work. Comprehensive inductions help embed new staff into their roles.

The report produced by managers addressing the quality of care is still poor. The report does not include an analysis of the home's strengths and areas for development, and it does not contain any views from the child, staff or external professionals. This is a missed opportunity to gather important feedback and improve the service for the child.

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 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 each child is encouraged to build and maintain positive relationships with others. (Regulation 11 (1)(a)(b)(c) (2)(b))	26 June 2025
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1) (2)(a)(b)(c) (5))	26 June 2025

This requirement has been restated.	
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Recommendations

- The registered person should ensure that children are not stigmatised or bullied by their peers for being 'different' because of where they live. The home's environment and care should be designed to take account of this, and staff should not wear clothing that mimics a uniform. ('Guide to the Children's Homes Regulations, including the quality standards', page 16, paragraph 3.13)
- The registered person should ensure that children's case records detailed in Regulations 35 to 39 are kept up to date while they remain in the home. This specifically relates to ensuring that all records, including risk assessments and support plans, are updated with relevant information that is consistent and guides staff to deliver effective care and support for children. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.3)

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: 2775318

Provision sub-type: Children's home

Registered provider: Nashe- UK Ltd

Registered provider address: Unit 1 Farmbrough Close, Aylesbury HP20 1DQ

Responsible individual:

Registered manager: Post vacant

Inspector

Louise Webling, Social Care Inspector

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