

2777385

Registered provider: Montage Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to provide care and accommodation for up to 2 children and may provide care and accommodation for children with social and/or emotional difficulties.

The privately run home was registered in July 2024. The manager registered in January 2026.

The provider has nominated a new responsible individual, who has recently attended a suitability interview with Ofsted and is awaiting the outcome.

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

Inspection dates: 3 and 4 March 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: 26 November 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/11/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children's experiences in the home demonstrate the progress they make. Staff provide warm and caring support and take time to build trusting and secure relationships with children.

Staff and leaders work together to plan children's moves into the home and when children are preparing to move on to live somewhere new. Staff identify areas of need in a positive way and follow children's plans carefully.

Staff acknowledge children's views and value what they say about the home and about themselves. This approach promotes children's autonomy. For example, children choose the foods they want to eat and select paint colours for the home. Staff promote children's identity effectively. Religious events are considered and celebrated, giving children a strong sense of belonging and self-awareness.

Staff use varied communication methods to meet children's needs. A digital calendar helps children understand upcoming events and supports their individual routines.

Children's health needs receive good, thoughtful support from staff who understand them well. Staff support children to attend health appointments and encourage open conversations about health to build children's confidence and understanding of their own needs.

Staff motivate children and support their educational progress and goals. Staff follow agreed plans when alternative education arrangements are in place. Children take part in regular educational sessions, and staff provide activities and trips during school holidays to maintain learning and enjoyment.

Children know how to make a complaint. Staff capture their views and respond to their concerns in a clear and supportive way, with robust record-keeping in place.

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

The registered manager and staff have a good understanding of risks that may affect children. Staff awareness helps reduce these risks, and this has led to few occasions when children have experienced difficulties and distress in the home.

The registered manager and staff seek support from external services when additional guidance or specialist input is needed. Staff also received bespoke in-house training that develops their skills so they can meet children's needs safely and sensitively.

Staff focus on creating calm, supportive environments for children. They use approaches that reduce pressure, help children feel reassured and promote positive experiences.

Staff and leaders work effectively with other professionals and share information appropriately to support children's safety and wellbeing.

Most staff know the actions they need to take when a child does not return to the home. However, some staff are not fully confident about all steps involved, such as the reasonable timescales of when to notify authorities of a missing child. This omission has not impacted on the quality of care children receive.

The effectiveness of leaders and managers: good

Since the last full inspection, a new manager registered with Ofsted. She is experienced, suitably qualified and provides clear guidance and direction for the staff team. As a result, children experience nurturing staff who care for them and understand their needs.

Progression within the leadership team enable experienced managers to have consistent oversight of leadership and management. In addition, this enables familiarity and continuity for children and staff. For example, the, previous responsible individual is now the quality assurance officer, and the previous registered manager who was dual registered, is now the responsible individual.

Leaders support the registered manager through effective audit and oversight systems that strengthen practice and promote continuous improvement.

The registered manager maintains good working relationships with professionals who support children. Professionals speak highly of staff and leaders and recognise the significant positive progress children make. The registered manager actively maintains links with community services, showing dedication and commitment to improving children's experiences and opportunities.

The registered manager promotes the use of child-centred language in record-keeping. Staff are developing this approach well, helping to ensure that children's voices and experiences remain at the heart of the home's work.

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

Recommendations

- The registered person should specify the procedures to be followed and the roles and responsibilities of staff when a child is missing from care or away from the home. Ensure that all staff are familiar with missing-from-care protocols in full, including reasonable response times to inform authorities. ('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: 2777385

Provision sub-type: Children's home

Registered provider: Montage Services Limited

Registered provider address: The Fisheries, 1 Mentmore Terrace, London E8 3PN

Responsible individual: Liam McDermott

Registered manager: Muna Mohamud

Inspector

Andrea Ulett, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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