

2778942

Registered provider: Barnardo Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home registered on 2 December 2024.

It provides care for up to three children who may experience social and/or emotional difficulties.

Two children have lived at this home. At the time of the inspection, one child was living at the home and was spoken to.

The home does not currently have a registered manager but one has been appointed who has applied to Ofsted. The responsible individual supported this inspection.

Inspection dates: 11 and 12 August 2025

Overall experiences and progress of children and young people, taking into account	good
---	-------------

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

The effectiveness of leaders and managers	good
---	------

The children's home provides effective services that meet the requirements for good.

Date of last inspection: not applicable

Overall judgement at last inspection: Not applicable

Enforcement action since last inspection: Not applicable

Recent inspection history

Inspection date	Inspection type	Inspection judgement
-----------------	-----------------	----------------------

Not previously inspected		
--------------------------	--	--

Inspection judgements

Overall experiences and progress of children and young people: good

The home is well presented. The child's artwork is displayed throughout the home. This helps to make the home look personalised.

Overall, the child receives good-quality care from staff who know them well. Staff and children regularly spend time together. The child's bedroom is personalised to their tastes and reflects the things that they like, enjoy and are interested in. They say that they like their home, and they demonstrate a strong sense of belonging.

Children's achievements are promoted which are recorded in the child's 'WOW book, staff proudly leave the book in communal areas. This enables everyone to see the children's achievements.

In addition to the daily activities, staff ensure that throughout the year children have opportunities to take part in varied day trips and holidays that take them across the country. These have enabled the children to learn and celebrate the diversity of our world through these inclusive experiences.

The managers and staff have had to manage some serious incidents. Staff have remained committed and resilient and used their skills and relationships with children to keep children safe. Staff have worked closely with professionals to ensure that they understand children's vulnerabilities in relation to their next placement move. As a result, one child had a successful planned move to a home which met their holistic needs.

The child receives individualised care and support to ensure that their identity and cultural needs are promoted and met. As a result, they have been supported to develop an awareness of their identity, and this focus has been embedded throughout care practices.

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

The child does not go missing because staff are available for them. However, the homes risk assessment does not provide staff with information to support them to understand actions that they should take if the child goes missing.

Senior managers and professionals from the placing local authority agree on individualised safeguarding procedures to keep the child safe. Discussions with the child take place. However, this is not always recorded in a manner which is helpful to the child.

Allegations made by children have been taken seriously. Managers have taken swift action to address these. This has helped children know they have been listened to and has kept children safe.

Overall, the provider follows principles of safe recruitment. However, on one occasion, there was a gap in the records that summarise the vetting of new staff before they started to work in the home. This will be addressed by the management team.

Staff have a good understanding of children's safety needs. However, risk assessments are not comprehensive. They fail to identify all risks and do not provide staff with clear guidance on how to manage known risks. For example, there have been incidents of a child pulling staff's hair. This is not identified as a behaviour in the child's risk assessment and does not provide guidance to staff on the action to take to manage the risk. This leaves children and staff vulnerable. Children are also not given an opportunity to reflect on incidents to help them to develop their understanding on how to manage their emotions more effectively.

The effectiveness of leaders and managers: good

The home does not currently have a registered manager and there have been several changes to the management structure in the home. The responsible individual is providing additional oversight and scrutiny.

Multi-agency working is a strength in this home. This approach promotes the full involvement of the professional network around the child. There is very good daily communication between the care staff and other professionals. This means that approaches to care are well coordinated. Feedback from the placing authority is positive.

The child benefits from having a culturally diverse team. Staff report that they enjoy coming to work and staff morale is high. There is a committed and motivated team. Good staff retention has ensured that children experience a high level of consistency in their care, and they are able to develop trusting relationships with staff.

Staff supervision enables each member of staff to reflect on their practice and consider their further development, while keeping children central in their discussions.

Leaders are aspirational for children and have a strong sense of commitment and loyalty from the staff team. Staff say that they feel supported by the Leaders and that they enjoy working in a positive environment.

There has not been consistent, quality management oversight of this home since their registration and leaders and managers have not always had strong oversight of children's plans and documents. Staff say that since the recruitment of the new deputy they now receive a high level of support.

The homes systems in place to ensure that children's care is monitored effectively is confusing for staff to navigate. However, this has not prevented the child's needs being met.

Leaders acknowledge that improvement is needed and the plans that are designed to drive improvement forward are in in place.

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 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— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home's workforce provides continuity of care to each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; demonstrate that practice in the home is informed and improved by taking into account and acting on— feedback on the experiences of children, including complaints received; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(e)(f)(g)(ii)(h))	7 November 2025

This specifically relates to ensuring accurate records are maintained. It also relates to the manager implementing and embedding effective monitoring and review systems.	
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 the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(b)) This particularly refers to there being risk assessments and care plans in place that identify known and potential risk for each child, and staff being skilled and confident in challenging and dealing with inappropriate and risky behaviour.	7 November 2025

Recommendation

- The registered person should ensure that children are encouraged by staff to see the home's records as 'living documents' supporting them to view and contribute to the record that reflects their voice on a regular basis. ('Guide to the Children's Homes Regulations, including the quality standards', page 58, paragraph 11.19)

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: 2778942

Provision sub-type: Children's home

Registered provider: Barnardo Services Limited

Registered provider address: Barnardo House, Tanners Lane, Barkingside, Ilford, Essex IG6 1QG

Responsible individual: Jessica Truman

Registered manager: Post vacant

Inspector

Corline Parker, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2025