

2780439

Registered provider: Protea Care 2 Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

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

At the time of the inspection, two children were living at the home, and four children had moved out. The experiences of all children were considered during the inspection.

There has been no registered manager since 30 July 2025.

Inspection dates: 10 and 11 September 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: 5 November 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/11/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The home provides a welcoming environment. Children's bedrooms are personalised to reflect their individual interests. Children choose to spend time with one another and with staff in communal areas, which supports a sense of belonging and helps build positive relationships. Children enjoy playing computer games and respond positively to staff support, appreciating the interest shown in their activities.

Staff prioritise and support children's education. They support children in accessing education provisions that align with their individual needs. Staff work with the relevant agencies to ensure that children have suitable arrangements in place. Children show a good level of engagement in education plans, which is facilitated by the implementation of consistent daily routines in the home that foster stability and prioritise learning.

Children's health needs are well understood. One child received support after staff identified symptoms that led to a diagnosis. Staff worked with the relevant healthcare specialists to ensure that the child's individual needs were met. Staff ensured that care routines were adapted to meet the child's needs. Ongoing care planning is regularly reviewed and refined to ensure that it aligns with the child's changing needs.

Children are helped to have positive experiences. This includes opportunities such as visiting the beach, attending the ice hockey events, and pursuing individual interests, such as gymnastics. Children are also given the chance to create positive memories through experiences such as going on holiday. This contributes to promoting a sense of positive well-being.

Four children have moved on from the home. This included a well-planned move for one child into foster care, which was in line with their care plan. Staff and professionals collaborated with the child to address and reduce risk-taking behaviours before the move, resulting in a more successful and stable experience. The child's progress demonstrates the positive impact of the staff's support.

There was a noticeable decline in the behaviour and well-being of the children at the home following the admission of two new children. This had a negative impact on the stability of the home and affected other children and staff. Leaders and managers held regular stability meetings with placing authorities and other professionals to ensure the provision of all necessary support. Despite these efforts, placements could not be sustained, and notice was served. Leaders and managers extended the notice period to ensure that appropriate placements were identified. Feedback from involved professionals was positive, and they felt that the staff had taken reasonable and appropriate steps to support the children in maintaining their placements.

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

Staff respond promptly and in accordance with agreed protocols to children who go missing from the home. Each child has a detailed missing-from-care protocol. This guides staff responses and ensures a coordinated approach. Staff search for children who go missing and notify the relevant professionals. This helps reduce the risk of harm.

Children benefit from detailed safety plans that provide clear guidance to staff on how to respond effectively to identified risks. These plans are regularly reviewed and updated to ensure that they remain relevant to each child's needs. Staff also work with relevant professionals to try and reduce risk and inform care planning. This includes a counselling psychologist, who supports them in understanding and responding appropriately to challenging behaviours.

A significant number of incidents have occurred where staff have used physical intervention to ensure the safety of children and others. While the use of restraint has been necessary and proportionate, the recording lacks sufficient detail. For example, documentation is not always clear about where a child was held. This limits leaders' ability to monitor patterns, ensure consistent practice and evaluate the appropriateness of each intervention.

Staff generally respond well to incidents and seek support from leaders and managers where appropriate. However, the quality of incident reporting and recording is inconsistent. Some records lack sufficient detail. This limits opportunities for reflective practice, oversight and learning. There is a risk that valuable information may be missed, and patterns of concern may not be identified as quickly as they should be.

The effectiveness of leaders and managers: good

Although there is no registered manager in post, a manager has been appointed to the role.

The home has experienced a period of staffing instability, which has occasionally affected the consistency and continuity of care provided to children. Although recruitment efforts have largely been successful and most vacancies have now been filled, there remains a lack of experience in the current workforce. Leaders and managers are fully aware of these challenges and have implemented clear plans to provide support and development opportunities for staff, with the aim of improving practice and promoting stability in the team.

Allegations are taken seriously and are responded to effectively. Leaders and managers ensure that appropriate investigations are carried out. Children are informed of outcomes and understand what is happening. Leaders and managers use mediation where appropriate to foster relationships. When necessary, leaders and managers also support staff in making improvements to their practice.

On one occasion, a child made an allegation against a member of staff. Although the child was safeguarded and no further risk was identified, the allegation was not followed up appropriately. The allegation was not reported to the relevant agencies, including Ofsted. The responsible individual has acknowledged this shortfall and is taking steps to address it.

Leaders and managers respond robustly to any concerns relating to staff practice. Performance issues are addressed promptly through supervision and probation processes. Managers monitor and evaluate staff performance effectively. When standards are not met, action is taken in line with organisational policies and procedures. This ensures that only suitable members of staff remain working with children, which helps safeguard their welfare and promotes high standards of care.

The provider submits independent visitor reports in line with requirements. However, the reports consistently lack meaningful contributions from children, their families and external professionals. This limits the effectiveness of the monitoring process, as it is a missed opportunity to fully explore and evaluate the experiences of children living at the home.

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— promotes their welfare. demonstrate that practice in the home is informed and improved by taking into account and acting on— research and developments in relation to the ways in which the needs of children are best met; and feedback on the experiences of children, including complaints received; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(b) (2)(g)(i)(ii)(h)) In particular, leaders and managers must ensure that all incidents, including those involving children being held, are recorded in sufficient detail. Leaders and managers must ensure that all allegations are followed up and appropriate agencies are contacted. Leaders and managers must ensure that they regularly seek feedback and consider this when reviewing the quality of care for children.	24 October 2025
The registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there. (Regulation 40 (4)(c))	24 October 2025

Leaders and managers must ensure that all allegations are reported to Ofsted.	
---	--

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: 2780439

Provision sub-type: Children's home

Registered provider: Protea Care 2 Limited

Registered provider address: 317 Horn Lane, London W3 0BU

Responsible individual: Bon Rogers

Registered manager: Post vacant

Inspector

Becky Thompson, 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 looked after children, 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 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