

2788764

Registered provider: North Star Children's Homes Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home registered with Ofsted in September 2024. It provides care for up to five children between the ages of eight and 17 who may experience social and emotional difficulties.

At the time of the inspection, four children were living at the home.

A new manager is in post, who is applying for registration with Ofsted.

Inspection dates: 11 and 12 November 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: 5 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/03/2025	Full	Good
19/11/2024	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

Children at the home have experienced much change since the last inspection. A new responsible individual has been recruited, and the home manager is new in post. There have also been several staffing changes. Children, parents and professionals all spoke about the disruptive impact that staff turnover has had on the consistency of practice and the experiences of children.

Leaders have worked hard to stabilise the team and to make positive changes for children. As a result, children say that they enjoy living in the home, and they think that the current mix of children is good. Children understand how to make complaints. Managers consider complaints promptly. Regular house meetings enable children to share ideas, and staff act on suggestions. However, one child expressed that she does not always feel listened to, and this remains a concern for her.

Children are making progress. One child is receiving tuition at the home from an external tutor, and staff encourage her to engage meaningfully with her education. The other children are engaging with school, and staff work closely with education professionals to support each child's academic progress. Feedback from a parent indicates that their child can regulate emotions better since moving to the home.

High staff turnover has meant that children have had to frequently adjust to new adults coming into their lives. While this is improving, there is more work to do. One child expressed frustration at not being informed about visitors when they come to the building, which was contrary to her written plans. Despite these challenges, children appear well matched to the home, and there is clear potential for positive outcomes. The new leadership team is focused and committed, and staff speak positively about induction, training and support. The foundations are in place for continuing progress.

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

Staff support children effectively when they go missing from home. They follow the agreed protocols and collaborate closely with the police to return children quickly. There is evidence of proactive steps to locate children, effective communication and diligent work to reduce any risk of exploitation. A rise in missing-from-home episodes coincided with a period of staffing instability and children testing boundaries. Since routines and boundaries have been embedded, missing-from-home episodes have been significantly reduced, with none reported recently. Relationships with the police are positive and supportive.

One child has been at risk of exploitation due to concerns with her relationships outside of the home. Staff have identified addresses of concern and have worked with social workers and the police to create measures that help her to stay safe.

Incidents of negative behaviour increased during the period of staff turnover and changes to boundaries. Staff struggled to manage behaviours effectively, which led to incidents escalating unnecessarily. The responsible individual has addressed practice issues, introduced performance improvement plans and clarified expectations. She models good practice by spending time with the children. While August and September were challenging, the situation is improving. All but one child remained in placement following that time.

There have been two allegations against staff, both unsubstantiated. The manager ensured that notifications were made to the relevant authorities. Staff maintained clear records and chronologies of actions taken in both cases.

The home also experienced an increase in numbers from one child to four children during this inspection period, which temporarily unsettled dynamics. Staff were unprepared, and this contributed to inconsistency and uncertainty for children. Stronger boundaries have since been established, and children have adapted. The home now feels more settled, although relationships are still developing.

The effectiveness of leaders and managers: good

Leadership changes have been significant. After the previous manager and deputy left, there was a temporary manager, followed by another who did not stay long. The previous responsible individual also departed. The new responsible individual found a depleted and underperforming team. She has prioritised stabilising the home, recruiting a new manager with a positive track record.

Many staff are new, and the team is still forming. There is work to do to build relationships and confidence. However, the responsible individual is committed and knowledgeable, with a clear mission to improve children's experiences and make the home a positive workplace. The manager feels supported, and the organisation is backing the changes. Early signs show that children are more settled, and relationships are beginning to develop. The focus remains on building trust with children as the foundation for success.

Staff have a lot of confidence in the new leadership team. They say that they feel well supported, and they praised the quality of supervision, induction and training.

Leaders have clear oversight, and their ability to engage in reflective analysis of recent events has enabled them to rapidly identify and implement positive changes to staff practice. This has stabilised the home and enabled positive progress in the quality of relationships with children.

The responsible individual has already started work on a comprehensive development plan for the home, which will amplify her aims and goals. She is fully committed to driving up standards of care and support, providing enhanced stability for children and ensuring a consistent focus on high-quality relationships that support children to thrive.

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 care planning standard is that children receive effectively planned care in or through the children's home. In particular, the standard in paragraph (1) requires the registered person to ensure that each child's relevant plans are followed. (Regulation 14 (1)(a) (2)(c))	30 November 2025

Recommendation

- The registered person should ensure that the development of safe, stable and secure relationships between staff and children in the home is central to the ethos of the home and supports the development of secure attachments that, where appropriate, persist over time. ('Guide to the Children's Homes Regulations 2015, including the quality standards', page 39, paragraph 8.11)

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: 2788764

Provision sub-type: Children's home

Registered provider: North Star Children's Homes Ltd

Registered provider address: 14, David Mews, London W1U 6EQ

Responsible individual: Lisa Simmons

Registered manager: Vacant

Inspectors

Peter Jackson, Social Care Inspector

Steph McDonald, Social Care Inspector

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