

2818768

Excellence Consulting Services Limited

Monitoring visit

Information about this children's home

The home registered with Ofsted in January 2025 and is privately owned. It offers care for up to four children who experience social and emotional difficulties.

At the time of this visit, there were no children living at the home. The manager registered with Ofsted in January 2025.

Inspection date: 19 May 2025

This monitoring visit

This home was judged as inadequate following a full inspection on 15 and 16 April 2025. Shortfalls were identified in safeguarding, managing risk and leadership and management. Two compliance notices were served relating to the protection of children and the leadership and management of the home.

The child who was living at the home was given immediate notice by leaders and managers, who acknowledged they could no longer support the child's needs safely.

The purpose of this monitoring visit was to assess the provider's compliance with the restriction of accommodation and review the progress that the provider has made against the steps in the compliance notices.

This monitoring visit identified that the provider has not yet taken sufficient action to meet all the steps set out in both compliance notices. One has been met, and a further compliance notice has been served.

The responsible individual and registered manager have developed a contingency plan to support the manager with the safe day-to-day running of the home. A deputy manager has been recruited but is not yet in post. A current member of staff has been appointed as a senior worker. A new responsible individual is yet to be onboarded. Reliable management support is not yet in place.

Records of incidents are completed promptly. However, the details are not always accurate. Leaders and managers have plans to purchase a new computer system to ensure management oversight of all incidents. This is not yet in place.

The registered manager has undertaken safeguarding training to further support her knowledge and understanding of working together to safeguard children.

Since the full inspection, the registered manager has ensured that all staff have access to several online and face-to-face training courses. Staff have been provided with tools to further enhance their practice and ensure that they understand children's individual needs and can explore risks with children more effectively.

Team meetings are reflective and learning from practice is shared. The registered manager and staff have an improved understanding of children's risks and the actions they need to take to help to minimise these.

The responsible individual and registered manager have reflected on the child's experience in order to improve the quality of care provided. They have developed an action plan, which will be shared with the staff in their first focused workshop. This will support staff's practice development and ensure that they have the right skills to care for the children.

Staff followed the missing-from-care protocol when the child went missing from the home. Some staff have accessed external training to understand and manage the risks for children missing from care. It is planned that this information will be shared with all staff in a focused workshop to provide all staff with the necessary knowledge of how to safeguard children when missing.

The registered manager has ensured that the home has had repairs completed which further secure the property, making it a safer environment for children.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/04/2025	Full	Inadequate

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 with 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— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(c)(f)(h)) In particular: ensure that there is a realistic and reliable contingency plan to support the registered manager with the safe day-to-day running of the home; and ensure that records of incidents are reviewed and written promptly and provide accurate and up-to-date information.	30 June 2025
A responsible individual must— have the capacity, experience and skills to supervise the management of the home, or the homes, in respect of which the responsible individual is nominated. (Regulation 26 (7)(b)) In particular, the responsible individual must be available to provide necessary support to the registered manager and the staff when required.	30 June 2025

*These requirements are subject of a compliance notice.

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 2818768

Provision sub-type: Children's home

Registered provider: Excellence Consulting Services Limited

Registered provider address: 71–75 Shelton Street, Covent Garden, London,
United Kingdom WC2H 9JQ

Responsible individual: Patrick Zola

Registered manager: Hayley Tamplin

Inspector

Sarah Cooper, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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