

2818768

Registered provider: Excellence Consulting Services Limited

Assurance inspection

Inspected under the social care common inspection framework

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 inspection, two children were living in the home.

The manager registered with Ofsted in December 2025.

Inspection date: 24 February 2026

Date of last inspection: 5 August 2025

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We identified the following serious and widespread concerns in relation to the care or protection of children at this assurance inspection.

At the time of the inspection, 2 children were living at the home. One child contributed to the inspection. The child is unhappy living at the home. The child does not feel they have good relationships with managers or the staff.

Leaders and managers have failed to ensure that the manager and staff have the knowledge, skills and training to deliver safe and effective care. Staff have relied on the support of emergency services to intervene and deescalate incidents without using any de-escalation strategies.

Leaders and managers have failed to properly assess the needs of the children living at the home and the impact of new children moving in. This is despite the known risks of children moving into the home. This leaves the children living at, or moving into the home, at risk of harm. One child's preparation for school exams, were completely disrupted following continuous noisy incidents at the home.

Leaders and managers have admitted children to the home without considering the safety of the location of the home. This has led to an increased risk of children going missing from the home and a risk of child criminal exploitation.

Leaders and managers have not provided staff with guidance, support and training to manage incidents in the community. This has resulted in staff not being confident or equipped to manage a challenging incident in the community. This included a child being restrained, that included two members of the public causing injury to the child. Following this injury medical assessment and treatment was not sought.

Leaders and managers have failed to provide essential routine and structure for a child who requires this to be able to feel secure and stable.

Leaders and managers have failed to carry out reflective debriefs with staff and children following incidents. A clear understanding of incidents has not been achieved. There have been missed opportunities for learning, professional development and risk reduction.

Leaders and managers have identified areas requiring improvement and failed to make necessary changes. The independent visitor's report was described as ineffective by leaders and managers. However, action has not been taken to ensure that the monthly report identifies shortfalls and areas that require development.

The requirement and recommendation issued at the full inspection were not reviewed during this inspection and have been reinstated.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/08/2025	Full	Requires improvement to be good
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 within the given timescales.

Requirement	Due date
*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 staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; manage relationships between children to prevent them from harming each other; take effective action whenever there is a serious concern about a child's welfare; and 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)(a)(i)(ii)(iii)(iv)(vi)(b))	27 April 2026
*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.	27 April 2026

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 has sufficient staff to provide care for 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— 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. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(d)(e)(f)(g)(i)(ii))	
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; or if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3). The requirements are that—	27 April 2026

(d) full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a)(b) (3)(d))

In particular, that gaps in employment are explored and a satisfactory explanation of any gaps is recorded.

*These requirements are subject to a compliance notice.

Recommendation

- The registered person should ensure the home is a nurturing and supportive environment that meets the needs of their children. Children's homes must comply with relevant health and safety legislations (alarms, food hygiene etc.); however, in doing so, homes should seek as far as possible to maintain a domestic rather than 'institutional' impression. In particular, fire signs and equipment should not be a prominent feature of the home. ('Guide to the Children's Homes Regulations, including the quality standards,' page 15, paragraph, 3.9)

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: Chukwukem Mafe

Registered manager: Toni Evans

Inspector

Sarah Cooper, Social Care Inspector

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