

2820573

Registered provider: Heart and Home Living Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned and provides care for up to three children who may experience social and emotional difficulties.

At the time of the inspection, two children were living at the home, their views were considered as part of this inspection.

The registered manager position has been vacant since July 2025. The inspection was supported by the acting manager and newly appointed responsible individual.

Inspection dates: 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 previously inspected

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

Children benefit from living in a well-maintained and welcoming home. The environment is spacious and thoughtfully furnished to a good standard. Children are encouraged to personalise their bedrooms. This allows them to express their individuality and give a sense of belonging to, and ownership of, their home.

Children are not currently attending educational provisions. One child has very recently moved into the home; therefore, the manager and staff are working to find a suitable provision that meets the child's needs. One child has been out of education for a considerable period, including prior to moving into the home. The manager has regularly liaised with educational professionals and is developing a plan of reintegration into education for the next school term.

Staff encourage children to attend their medical appointments. However, one child has expressed that they do not wish to attend any appointments. Staff have regular one-to-one discussions with the child, using the child's preferred method of communication, to highlight the importance of good health and support the child to prepare for their attendance. Staff also seek ongoing support from external medical professionals when required, to ensure that the children's physical and emotional needs are met.

Staff understand that some children have complex needs and have experienced considerable trauma in their lives. Staff undertake training in safeguarding alongside specific training in relation to the children's individual needs using a trauma-informed approach. Staff benefit from bespoke training from the organisation's therapeutic team to understand the complexities of behaviours and their safe management. Staff also benefit from monthly clinical meetings that encourage consistent reflection and learning and embed the home's preferred model of care. One professional said, 'I feel as though they are on a wonderful journey of learning and developing in very reflective practice.'

The acting manager has developed positive relationships with both family members and external agencies. This has resulted in a strong multi-agency approach to ensure that children's needs are met. One professional said, 'It feels very child focused. They care about [the child's] needs and listen to us as a local authority.' A family member said, 'Between the home and [the child] they are doing brilliantly.'

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

Children are safer because staff understand the risks that the children can face. Risk assessments provide clarity and direction for staff. Assessments of risk are made in collaboration with the multi-agency network and are well balanced between keeping the child safe and allowing them to take age-appropriate risks.

Safeguarding incidents are managed effectively. There is strong oversight from the manager. All incidents are reviewed to ensure that learning and development opportunities are maximised. This learning is regularly shared, and staff refresh their safeguarding knowledge during regular and reflective supervision sessions and team meetings.

The manager and staff advocate for a child, who is subject to a restrictive court order, to ensure that any restrictions on their liberty are proportionate and are regularly reviewed within the wider safeguarding network.

There has been one allegation made by a child about staff conduct. Safeguarding procedures were rigorously followed and included appropriate information-sharing with safeguarding partner agencies. However, the child was not provided with a formal outcome to the allegation, in their preferred format of communication.

The effectiveness of leaders and managers: good

There has been an entire leadership change at the home. The previously registered manager has now been appointed as the responsible individual and Ofsted is currently checking as to whether this person has the relevant capacity, experience and skills to carry out the role. The deputy manager has successfully been appointed as acting manager and intends to register with Ofsted on completion of her induction.

Despite the leadership changes, staff report feeling well supported by leaders and managers and value the open and transparent communication within the team. The acting manager has a thorough understanding of the individual needs of both the children and the staff team, fostering positive relationships that support a nurturing environment. Staff morale is high and the staff express enjoyment in their work. This is a strength that positively impacts the quality of care provided to children.

The acting manager's oversight of the care provided to children is good. She knows what is happening in the home daily. She has developed strong systems to assist her in monitoring the quality of care and the daily operations of the home. She has a detailed understanding of each child and is fully involved in their care planning from the outset. However, external scrutiny from the independent visitor does not always support the manager in the monthly review of the home, as on one occasion, the information has been inconsistent.

Staff recruitment processes are robust. The acting manager has effective mechanisms in place to review and monitor the ongoing suitability of staff, maintaining high standards of safeguarding and care in the home.

What does the children's home need to do to improve?

Recommendations

- The registered person should actively seek independent scrutiny of the home and make best use of information from independent and internal monitoring. The registered person should ensure that all information provided from independent monitoring is accurate. ('Guide to the Children's Homes Regulations, including the quality standards', page 55, paragraph 10.24)
- Children must be consulted regularly on their views about the home's care, to inform and support continued improvement in the quality of care provided. Due consideration should be given to the child's cognitive ability in the development and implementation of any consultation processes. Children should be able to see the results of their views being listened to and acted upon. The registered person should ensure that children are provided and understand the outcome of any complaints made in a format of their choosing. ('Guide to the Children's Homes Regulations, including the quality standards', page 22, paragraph 4.11)

Information about this inspection

The inspector has 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: 2820573

Provision sub-type: Children's home

Registered provider: Heart and Home Living Limited

Registered provider address: Highbank, Greenbank Crescent, London NW4 2LA

Responsible individual:

Registered manager: Post vacant

Inspector

Caroline Coop, 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