

SC010699

Registered provider: Turning Point Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately run home provides care for up to 5 children with social and emotional difficulties.

At the time of inspection, one child was living in the home.

The home was registered in December 2001, and the manager was registered in May 2018.

Inspection dates: 2 and 3 June 2026

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: 25 June 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/06/2025	Full	Good
09/07/2024	Full	Good
13/06/2023	Full	Good
02/08/2022	Full	Requires improvement to be good

Summary of findings

This children's home provides an environment in which children make continuing progress. Children develop trusting relationships with staff. Staff work with external services to ensure that children's education and health needs are met. Staff understand the risks for children. Records are kept up to date and are overseen by the registered manager. Staff supervision takes place on a regular basis. However, annual appraisals are not consistently held for all staff. Staff receive a range of training when they come to work in the home, although staff who have recently joined the home have not received training in the home's chosen approach to care and support.

Inspection judgements

Overall experiences and progress of children and young people: good

Staff help children to make continuing progress by developing trusting relationships. This helps children to settle and to feel able to talk to staff about how they feel.

Children's views are obtained and respected. Children are consulted about their experiences of life at the home and what could be improved or done differently. This helps children to feel valued when decisions are being made about their environment.

When children move out of the home, staff work with external professionals to ensure a smooth transition. Since the last inspection, 3 children have moved on to other placements.

Staff promote children's independence through gentle encouragement and motivation. One child appreciates staff support when they are out in the community, demonstrating the trusting relationships that they have built with staff. The ongoing support and encouragement help children develop skills in preparation for their next steps.

Direct-work sessions with children capture their views and opinions. Staff record short-term and long-term direct-work sessions in children's plans, supporting collaborative planning for future targets and goals for children.

Staff support children in their education, creating alternative learning opportunities when children are struggling to engage with formal education arrangements. These include trips to the library and liaising with external professionals to ensure that children have opportunities to learn.

Staff help children to develop a sense of belonging, incorporating cultural projects into daily routines that help to support children's identity.

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

Staff and the registered manager understand the current and emerging risks for children. Risk assessments are up to date and measures are in place to help staff to keep children safe and well. Staff and the registered manager review plans and work together with partner agencies and external professionals to manage and reduce risk.

Staff follow agreed protocols when children go missing from home. Records are kept up to date and are reviewed by managers. Staff talk to children to help them understand potential dangers in the community. This helps to keep them safe.

The registered manager and staff maintain chronologies of events. These help to identify any themes and patterns in incidents or behaviour that can then be taken into account in staff practice.

Staff manage challenging situations well, applying techniques learned through training and their knowledge of the children promote positive behaviour. Staff manage these situations sensitively and hold restorative discussions with children after each incident.

Children's health needs are addressed well. Staff refer children to specialist services to promote good health when necessary, as well as helping children to be informed about the decisions they may make that may impact on their health and wellbeing.

The effectiveness of leaders and managers: good

The registered manager knows children well. She attends meetings with external professionals and is actively involved in overseeing children's plans on a day-to-day basis.

Safer recruitment practices help to ensure that children are cared for by suitable adults. The registered manager carefully selects staff to ensure a range of experience across the team, ensuring that there is a core staff team who can provide a safe and supported care for children.

The registered manager has oversight of all areas of staff practice. Evaluations take place to assess staff knowledge. These help the registered manager to identify any gaps and areas for development.

Staff receive regular supervision. Staff wellbeing is addressed and discussions are child-focused and well recorded. However, annual appraisals have not been completed for all staff.

Staff receive training which supports the needs of the children and demonstrate creative thinking in their practice, to keep children safe from harm. However, recently appointed staff are not adequately trained in the home's chosen approach to practice.

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— helps children aspire to fulfil their potential; and promotes their welfare. 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 have the experience, qualifications and skills to meet the needs of each child; (Regulation 13 (1)(a)(b)(2)(a)(c)) In particular, the registered person must ensure that all staff are trained in accordance with the home's chosen approach to care and the statement of purpose.	22 July 2026

Recommendation

- The registered person should ensure that all staff have an annual appraisal regarding their performance and fitness to carry out their role. This appraisal should take into account, where reasonable and practical, the views of other professionals who have worked with the staff member over the year and of children in the home's care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.5)

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: SC010699

Provision sub-type: Children's home

Registered provider: Turning Point Care Limited

Registered provider address: 206 Turners Hill, Cheshunt, Waltham Cross EN8 9DE

Responsible individual: Omar Legister

Registered manager: Simonette Sehindemi

Inspector

Andrea Ulett, Social Care Inspector

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