

SC037248

Registered provider: Holibrook House 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 6 children who experience social and emotional difficulties.

The home registered with Ofsted in November 2003 and the manager registered in June 2025.

There were 4 children living in the home at the time of this inspection.

The inspector spoke with 3 of the children.

Inspection dates: 5 and 6 March 2026

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	outstanding
---	-------------

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 5 November 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/11/2024	Full	Good
19/03/2024	Full	Good
21/03/2023	Full	Good
17/11/2021	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Children feel welcomed into the home. Managers ensure that they fully understand children's needs before they move in. They also consider the needs of the children already living at the home, to make sure that they can all live safely together. As a result, children have positive experiences and most children live in the home long term. This stability gives children a sense of belonging and promotes their overall wellbeing.

When children have differences of opinion, these are managed sensitively by staff, who listen to children and encourage their wellbeing and understanding. Children are encouraged to express themselves, and their likes and dislikes are well known. Children's complaints are taken seriously and managers ensure that children know the outcome of their complaints. Staff use children's feedback to improve the care that they offer to children. As a result, most children are confident in expressing their views.

There have been significant improvements to the home since the last inspection. The home is beautifully decorated. Care and attention have been given to optimise children's experiences in the home, including a calming therapy room, and a games area that is well used by the children. Children are encouraged to access the abundance of games and books in the home, to help them to have an enjoyable time while they are there.

Children take part in various activities and social events. Activities are tailored to the children's wishes and feelings and are also used to raise their aspirations. Children who prefer individual activities are encouraged to enjoy solo pursuits, while staff support them to build relationships with other children at a pace that is comfortable for them.

Staff promote family time and some children's families have visited the home. Staff build good relationships with families and, where appropriate, use their support to help the children to settle in the home.

Staff ensure that children's health needs are promoted. When it is evident that children require more specialist support, leaders and managers ensure that this is prioritised. As a result, children receive healthcare which is individualised and regularly reviewed with health professionals who know them well. Children also benefit from meeting with the in-house therapist on a daily basis. This promotes good health outcomes for children. Staff also receive guidance from the therapist to improve their interaction with the children.

Children are supported well to engage in education. Some children have not attended formal education for lengthy periods, so staff help the children by building their confidence in their ability to learn. If children experience significant barriers to learning, leaders and managers advocate with the virtual school to ensure that bespoke support is put in place. For example, when one child's education provision was significantly delayed, the registered manager alerted the children's commissioner, who spoke directly

to the child about the impact of this delay and this intervention resulted in local education provision being provided.

Detailed care plans help staff to understand each child's journey into care and how best to support them.

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

Staff use support plans effectively to identify and monitor behaviours that indicate that children need additional help. Staff discuss children's changing needs and their plans are updated accordingly. This ensures that staff have the information needed to use interventions that help children.

One to one discussions with children are generally planned and show meaningful interaction, addressing a range of issues including how to stay safe, independence skills, education and positive behaviour. Most children engage well with these discussions and are able to express their wishes and feelings. One child said that their 'communication, cooking and learning' had improved because of the support that they had received from staff, and now they 'make more positive choices'. The child said that the staff had 'supported me through thick and thin'.

Staff have developed meaningful and trusted relationships with the children, which help to keep the children safe. When children are at an increased risk of harm, such as when they go missing, staff know who their friends and family members are and enlist their support in ensuring that they are safe and that they return to the home. Staff are confident in following the relevant protocol and request strategy meetings when children are missing for longer periods.

Leaders and managers recognise when children require specialist support that is beyond the scope of the home; they ensure that their concerns about children's increased vulnerability are escalated, if they do not receive a timely response.

They advocate for more support if children are missing for some time and are at risk of exploitation. One child has consistently been missing from the home; staff have worked closely with the missing persons unit and have escalated their concerns to the local authority.

Children's personalities, behaviours and vulnerabilities are well understood. Behaviour support plans and risk assessments are detailed and support staff to respond effectively to children who are distressed. When incidents occur, staff are effective in de-escalation strategies and know how to support children to feel safe and heard.

Staff treat children with dignity and respect. Children's positive behaviour is recognised and rewarded by staff.

The effectiveness of leaders and managers: outstanding

Leaders and managers share an ambitious vision for children in their care. They model sensitive compassionate care towards children. The staff team is highly skilled and qualified. Most of the staff have worked at the home for many years. This ensures that children receive consistent care from staff who know them well.

Staff receive good quality supervision. The progress of children is reviewed and managers support staff to continually improve their practice. Staff also benefit from clinical supervision and consultations with the inhouse therapist. This is helping to embed trauma-informed practice in the home and a more compassionate approach to children. Several staff have progressed to more senior positions, ensuring continuity of care.

The training programme is comprehensive and consists of online and face to face training. Staff find the training helpful and are able to articulate how it has improved their interventions with children. Training is updated regularly.

Leaders and managers build effective relationships with partner agencies. Over the years, they have earned the respect of partners and this has led to effective responses when children need further support.

Staff enjoy working at the home and describe it as having a family atmosphere.

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: SC037248

Provision sub-type: Children's home

Registered provider: Holibrook House Limited

Registered provider address: 6 Greenwich Quay, Clarence Road, 2nd Floor, London SE8 3EY

Responsible individual: Herman Allen

Registered manager: Sian Wright

Inspector

Angela Reid, 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 2026