

SC461865

Registered provider: Heartwood RSW Ltd

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

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

The home was registered with Ofsted on 8 November 2013. The current manager registered with Ofsted on 12 April 2025. The registered provider has appointed a new responsible individual and Ofsted is currently assessing their suitability.

There was one child living in the home at the time of this inspection.

Inspection date: 3 September 2025

Date of last inspection: 18 June 2025

Judgement at last inspection: 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.

The inspector has 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

This visit was conducted to address specific concerns received by Ofsted.

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

The child said that they felt safe living at this home. They know how to make a complaint and can talk to staff and managers when they have concerns about their care. Staff are warm in their interactions with the child, and show appropriate understanding of the child's life experiences and how these impact on their behaviour.

Staff support the child to share their wishes and feelings through regular conversations. The child's choices are reflected clearly through their care planning and staff are strong advocates on their behalf. Staff complete meaningful individual sessions that are focused on the child's needs, previous experiences and worries. These sessions are sensitively recorded and reflect the child's lived experiences.

Leaders and managers work well with the child's professional network. Feedback from the child's independent reviewing officer is positive regarding the quality of care provided and the communication from staff. There is a shared approach from all professionals to provide the child with good-quality care and support.

The systems in place to review the quality of care provided to the child are effective. Leaders and managers show appropriate understanding of the home's strengths and areas for improvement. They conduct regular audits to evaluate the quality of care and the child's outcomes. They respond appropriately to external scrutiny, including the independent person's reports and recommendations from their visits.

Staff update the child's risk assessments and behaviour support plans when there are significant events or incidents affecting them. They identify appropriate strategies and further work to help keep the child safe, including individual sessions. However, the lone working risk assessment is not specific to the child in the home. It does not identify the specific strategies for potential situations such as the child leaving the home when only one person is working, or what staff should do if there is a medical emergency.

Leaders and managers report safeguarding concerns promptly to the relevant agencies and take effective action to ensure that the child is safeguarded. However, not all staff demonstrate good knowledge of the policies and procedures relating to the management of allegations against staff. Two staff members did not demonstrate adequate safeguarding knowledge and how to escalate concerns. This compromises safeguarding practice in the home.

Staff say they feel well supported and have regular and effective supervision. They complete a range of relevant online and face-to-face training. New staff talk about a

robust induction programme that is regularly reviewed to ensure that all the required learning is completed and that learning needs are identified to support personal development. This helps to support positive practice and addresses poorer performance.

Staff show appropriate understanding of the child's health needs. They support the child to attend all their routine health appointments and complete individual sessions to help them understand appropriate, healthy lifestyles. Specialist help and support are sought when necessary. However, staff have not yet received appropriate permission to administer non-prescription medication from a person with parental responsibility despite keeping it in the home for emergencies.

The provider has met the requirement raised at the last inspection. One recommendation was not reviewed on this inspection and has been repeated. One requirement and a recommendation have been made as a result of this assurance inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/06/2025	Full	Good
26/11/2024	Full	Requires improvement to be good
06/08/2024	Full	Inadequate
20/09/2023	Full	Requires improvement to be good

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; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; are familiar with, and act in accordance with, the home's child protection policies; 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)(iii)(v)(vii)(b)) In particular, leaders and managers must ensure that lone working risk assessments are sufficiently detailed, with clear strategies for staff to follow during emergencies to ensure that children receive the most appropriate care. Leaders and managers must ensure that all staff fully understand their roles and responsibilities when protecting children from harm.	25 September 2025

Recommendations

- The registered person should ensure that supervision and team meetings take into account the progression, risks and views of the children in the home's care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.5)
- The registered person should ensure that permission is obtained before administering any non-prescribed medication from a person with parental responsibility. ('Guide to the Children's Homes Regulations, including the quality standards', page 34, paragraph 7.14)

Children's home details

Unique reference number: SC461865

Provision sub-type: Children's home

Registered provider: Heartwood RSW Ltd

Registered provider address: 416 Green Lane, Ilford, Essex IG3 9JX

Responsible individual:

Registered manager: Melanie Yeo

Inspector

Dorothy Thompstone, 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 children looked after, 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 <http://reports.ofsted.gov.uk>.

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