

1183799

Registered provider: Quality Care Homes (UK) Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned home that provides care for up to 4 children with learning disabilities. The home provides long-term and short-breaks care. At the time of the inspection, there was one child living at the home and one child staying for short breaks at weekends.

The manager registered with Ofsted in November 2018.

Inspection date: 24 March 2026

Date of last inspection: 10 June 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.

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

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

The provider has taken proactive steps to address the shortfalls identified at the previous inspection. These actions have contributed to improved outcomes for the children living in and visiting the home. Staff are able to meet children's needs, keep them safe and support them to understand risks. However, the direct work carried out with children is not always reflected in the written records. Some areas for improvement identified at the last inspection remain on-going and the registered manager has a clear plan to address them. He is committed to continually improving the quality of care provided.

The child currently living at the home is settled and views it as his home. He has formed trusting relationships with staff. Staff provide a nurturing approach that balances meeting individual needs with supporting the development of independence.

Children make steady progress in developing their independence skills, which has also been observed during family visits. For example, children have made significant improvements in personal hygiene, healthy eating, cooking and road safety. Staff use child-friendly visual aids to support daily routines and record photographic evidence of children completing tasks to demonstrate progress. However, there is limited written evidence of children's presentation, responses or experiences during their journey towards achieving these goals. For children who move on from the home, this creates a gap in information for new carers or parents about the steps required to support their individual needs.

The provider works effectively with children's social workers, parents and supported accommodation providers to ensure that they receive appropriate support as they reach adulthood. This helps children to be well prepared for moving on and ensures continuity of wrap-around services to meet their complex needs as far as possible.

There has been one serious safeguarding incident since the last inspection. The provider responded promptly to support the child and reduce risks. The incident was reported to Ofsted as required and there was effective partnership working with other agencies. Clear reflection and learning have taken place, resulting in internal policy changes and additional staff training.

Risk assessments have been redesigned and now provide clear guidance for staff on managing children's behaviours. Staff know the children well and can confidently describe the support they offer to reduce identified risks. Staff use social stories and visual aids to help children understand the risks associated with going missing from home. However, there is limited written evidence of how staff support children to

understand other risks identified at the previous inspection, such as risks in the kitchen.

There is strong evidence of staff involving children in day-to-day decisions about the running of the home. For example, children choose their bedrooms, decor and furniture, with families encouraged to support them in doing so.

The maintenance shortfalls identified at the last inspection have been addressed. However, not all wear-and-tear issues are resolved promptly. For example, staff did not identify a loose window screw in a child's bedroom, and adhesive putty from previous wall displays remained in another bedroom after the child had moved rooms.

The registered manager has commissioned a new monthly independent visitor who meets statutory timescales and seeks feedback from children, families and professionals. The independent visitor's reports confirm that the provider can safeguard children and promote their well-being.

Staff have either completed or are working towards the required training, including the Level 3 Diploma in Residential Childcare. The registered manager has facilitated additional training and resources to strengthen the ability of staff to identify risks and meet children's complex needs. Staff report feeling supported and valued by the registered manager.

While significant progress has been made in addressing previous requirements and recommendations, 2 requirements and one recommendation remain only partly met and continue to apply. No new staff have joined the home since the last inspection and, therefore, the provider's compliance with safer recruitment requirements will be reviewed at the next inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/06/2025	Full	Requires improvement to be good
11/03/2025	Full	Requires improvement to be good
29/02/2024	Full	Good
10/05/2022	Full	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
<p>The registered person must recruit staff using recruitment procedures that are designed to ensure children’s safety.</p> <p>The registered person may only—</p> <p>employ an individual to work at the children’s home;</p> <p>if the individual satisfies the requirements in paragraph (3).</p> <p>The requirements are that—</p> <p>full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2.</p> <p>For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained—</p> <p>the Level 3 Diploma for Residential Childcare (England) (“the Level 3 Diploma”); or</p> <p>a qualification which the registered person considers to be equivalent to the Level 3 Diploma. (Regulation 32 (1) (2)(a) (3)(d) (4)(a)(b))</p> <p>In particular, the registered provider must take all reasonable steps to verify references and the reasons why new employees have left previous employment in supporting vulnerable groups.</p> <p>The manager must ensure that staff working in the children’s home attain the required qualification.</p>	<p>24 September 2026</p>
<p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p>	<p>24 September 2026</p>

<p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>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;</p> <p>help each child to understand how to keep safe. (Regulation 12 (1) (2)(a)(i)(ii))</p>	
<p>The quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children’s home’s overall aims and the outcomes it seeks to achieve for children;</p> <p>use this understanding to deliver care that meets children’s needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff—</p> <p>treat each child with dignity and respect;</p> <p>help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult;</p> <p>make decisions about the day-to-day arrangements for each child, in accordance with the child’s relevant plans, which give the child an appropriate degree of freedom and choice. (Regulation 6 (1)(a)(b) (2)(b)(iii)(vi)(ix))</p> <p>In particular, the manager must ensure that there are clear plans of care for staff to follow that involve the children’s choices and promote dignified care.</p> <p>In particular, the manager must ensure that the staff help the children to take positive risks and develop independence skills for adulthood.</p>	<p>24 September 2026</p>

Recommendation

- The registered person should ensure that the home is a nurturing and supportive environment that meets the needs of their children. They will, in most cases, be homely, domestic environments. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

Children's home details

Unique reference number: 1183799

Provision sub-type: Children's home

Registered provider: Quality Care Homes (UK) Limited

Registered provider address: 6th Floor, Amp House, Croydon CR0 2LX

Responsible individual: Balwinder Randhawa

Registered manager: Ranjit Randhawa

Inspector

Claudia Poienar, Social Care Inspector

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