

# 2654620

Registered provider: Montage Services Limited

Full inspection

Inspected under the social care common inspection framework

## **Information about this children's home**

The home is registered to provide care and accommodation for up to 2 children with social and/or emotional difficulties.

The privately run home was registered on 17 September 2021. The manager was registered in March 2026.

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

### **Inspection dates: 17 and 18 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 **good**

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

**Date of last inspection:** 16 October 2024

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
16/10/2024	Full	Good
29/08/2023	Full	Good
01/08/2022	Full	Requires improvement to be good
09/02/2022	Interim	Sustained effectiveness

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

The registered manager and staff have created a warm and inviting environment where children settle well. Staff develop trusting relationships with the children, demonstrating sensitivity, empathy and humour. This helps the children to feel confident. One child stated, 'This is the best place ever, I couldn't fault them.'

Staff help children to make progress in different areas. For example, one child graduated as a result of participation with an external mentoring organisation, supported by staff. Progress is regularly monitored and evaluated by staff and leaders. Staff adhere to children's plans to keep them safe.

Children enjoy a range of experiences and activities in the home and in the community, such as trips with staff to the museum and the library. Staff help children to learn about different cultures, history and religious events. For example, children learned about Black History Month and St Patrick's Day through various activities, and they enjoyed associated home-cooked meals prepared by the staff.

Staff regularly obtain children's views about what is important to them. Children have knowledge of how to make a complaint, and staff make sure children feel heard and valued. Staff and leaders seek children's views when they have moved on from the home to consider how to improve practice further.

Staff advocate for children who are not in education. Staff make sure that children who are not in education are provided with stimulating experiences when they are not at school.

Children are motivated by staff to make good choices to achieve. Children develop confidence to advocate for themselves in meetings, supported by staff who know them well.

Children's health needs are sensitively supported by staff. Staff role model and promote healthy lifestyles for children and provide direct sessions that help children develop self-care and self-awareness. Staff liaise with external health services to meet the individual health needs of children, enhancing positive outcomes for them.

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

Staff and the registered manager maintain effective working relationships with external professionals. Partner agencies are positive about the home and the safe care that staff provide. One professional stated, 'The home is like heaven, compared to the previous placement.'

The registered manager maintains strong oversight of record-keeping, helping to ensure children's safety and wellbeing. Staff understand the risks for children well. They are proactive in their approach and consider preventative measures to ensure children's safety and wellbeing.

When children go missing from home, staff adhere to local missing-from-home protocols and update records in real time, ensuring that records are comprehensive. The registered manager and staff request return home interviews from the relevant external professionals when children return home. Staff demonstrate a high level of empathy with children. This enables positive conversations and the development of trusting relationships, helping the children to keep safe.

Leaders and the registered manager provide an effective training programme for staff to ensure safe practice. Leaders ensure that staff receive bespoke training that meets the individualised needs of children. This enables staff to have the skills to manage challenging behaviour. Staff implement strategies that help children to feel secure and reassured.

### **The effectiveness of leaders and managers: good**

Since the last inspection, a new manager has registered with Ofsted. The registered manager is suitably qualified and skilled, and, as a result, staff feel well supported. This means that children are looked after by a dedicated staff team that cares about their wellbeing.

The registered manager maintains links and good working relationships with external professionals who provide additional support for children. For example, the registered manager works together with a local organisation that supports children to achieve better outcomes.

The registered manager and leaders continuously consider different ways to improve practice by conducting regular audits and exercising oversight. Children have a say on the decision-making for decorating areas of the home, and the registered manager listens to and values children's reflections when they move out of the home.

Staff are positive about where they work. Good practice and achievements are recognised and acknowledged by the registered manager, and this supports staff morale. Staff appreciate supervision and team meetings, which support and guide effective practice.

No requirements or recommendations were made at this inspection.

## **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:** 2654620

**Provision sub-type:** Children's home

**Registered provider:** Montage Services Limited

**Registered provider address:** The Fisheries, 1 Mentmore Terrace, London E8 3PN

**Responsible individual:** Liam McDermott

**Registered manager:** Michaela Bryant

## Inspector

Andrea Ulett, Social Care Inspector

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