

1257796

Registered provider: Cambian Childcare Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a large national provider and is a specialist service for children with mental disorders, excluding learning disability. At the time of this monitoring visit, there were 4 children living at the home. Two children were spoken to and their views were considered as part of the visit.

The manager has recently registered with Ofsted but was not present for this visit. The visit was supported by the responsible individual for the home.

Inspection date: 11 February 2026

This monitoring visit

This monitoring visit was undertaken to review the progress made by the organisation to meet the compliance notices set at the previous visit, and to ensure that the organisation was complying with a restriction of accommodation notice that was issued to the organisation by Ofsted. At the visit, it was confirmed that the restriction of accommodation notice has been complied with, as no further children have been admitted to the home. However, this restriction will remain in place to prevent any additional children moving into the home.

The compliance notice relating to Regulation 14, 'The care planning standard', is considered to have been met. This improvement reflects better oversight and understanding of the impact of children living together in a group setting. However, the compliance notices relating to Regulation 12 'The protection of children standard', and Regulation 13, 'The leadership and management standard', have not been met. These notices have therefore been restated for a fourth consecutive time.

Although some progress has been noted, this is primarily in relation to improvements in the quality of children's risk assessments and plans rather than the care and safeguarding of children. Staff continue to fail to follow guidance from leaders and managers and information recorded in children's plans and risk

assessments. There have been several significant incidents which had the potential to place children at risk of harm. External agencies, such as the police and local authority designated officer (LADO), have raised concerns about the safety and wellbeing of children and staff responses.

Children spoken to continue to raise concerns about their care, safety and wellbeing. Their concerns have been shared with their social workers and the organisation. Concerns raised at the last monitoring visit have not been adequately addressed.

On one occasion, a child recorded an incident in which another child was being restrained. They did so because they were concerned about staff conduct during the restraint. The video was shared with the organisation, which acted in response, including reporting the matter to the LADO. The child reported that they did not feel confident leaders and managers would believe their account without this evidence. In addition, staff failed to report their own concerns about the conduct of colleagues during the incident. This does not provide Ofsted with assurance of a positive safeguarding culture within the home and places children at risk of harm. It also demonstrates that children do not feel their concerns are listened to or acted on, which affects their sense of safety and wellbeing.

There have been incidents where children left the home, which led to significant consequences, such as running in the roads in front of traffic. Police have been required to intervene in these incidents, and they have raised concerns around children's safety.

On one occasion, staff failed to follow medication policies and protocols. This led to a child being left with medication, and this had the potential to cause them harm if they had taken more than the prescribed dose. The child alleged they had taken an overdose, and staff followed the guidance in place. The medication was then stored securely to prevent any further concerns.

There was flooding in one of the children's bedrooms, which resulted in the child having to move rooms. Staff chose to move the child's belongings while the child was out of the home. This caused the child considerable distress and led to a serious incident involving ligatures. Staff did not consider the potential impact on the child or how best to mitigate the associated risks. This does not provide confidence that staff understand the child's specific needs or how to respond to them safely.

A staff member, who was supporting and supervising a child on a one-to-one basis, was found asleep on duty. The child videoed the staff member asleep and shared this with leaders and managers. This had the potential to place children at significant risk of harm.

Leaders and managers have identified that there is an emerging closed culture within the home, which has led to safeguarding concerns and incidents not being reported in line with expectations. Staff have been provided with guidance and reminders of the expectations of their roles, with further workshops and training

planned. Guidance and training have so far been ineffective in providing any meaningful change and progress in the quality of care in the home.

Not all of the statutory requirements previously set were reviewed during this inspection and have been restated.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/04/2025	Full	Requires improvement to be good
03/04/2024	Full	Good
16/01/2024	Full	Good
13/12/2022	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 with 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; take effective action whenever there is a serious concern about a child's welfare; 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)(vi)(b)) In particular, the registered person must ensure that risk assessments relating to all children contain thorough and up-to-date information about known risks and vulnerabilities and that staff are following these. The registered person must ensure that risk assessments provide staff with clear strategies on how to support children when they exhibit unsafe behaviour, and that appropriate action is taken to help reduce risks.	6 April 2026

The registered person must ensure that managers and staff understand the requirements and expectations in fulfilling risk assessments. The registered person must ensure that all staff are reporting safeguarding concerns as soon as possible. This requirement was raised at the last inspection and is restated.	
*The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— 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 work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; demonstrate that practice in the home is informed and improved by taking into account and acting on— feedback on the experiences of children, including complaints received;	6 April 2026

use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(b) (2)(a)(b)(c)(d)(e)(f)(g)(ii)(h)) In particular, the registered person must ensure that systems are in place to enable effective management oversight of the home, including during periods where the manager is away from the home. The registered person must ensure that all complaints are investigated and that the outcomes are shared with children. This requirement was raised at the last inspection and is restated.	
The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to achieve the child’s education and training targets, as recorded in the child’s relevant plans; understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers; help each child to attend education or training in accordance with the expectations in the child’s relevant plans. (Regulation 8 (1) (2)(a)(i)(iii)(x)) This requirement was raised at the last inspection and is restated.	6 April 2026
The quality and purpose of care standard is that children receive care from staff who- understand the children’s home’s aims and the outcomes it seeks to achieve for children: use this understanding to deliver care that meets children’s needs and supports them to fulfil their potential.	6 April 2026

In particular, the standard in paragraph (1) requires the registered person to-

understand and apply the home's statement of purpose;

ensure that staff-

understand and apply the home's statement of purpose;

protect and promote each child's welfare;

treat each child with dignity and respect;

provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background. (Regulation 6 (1)(a)(b) (2)(a)(b)(i)(ii)(iii)(iv))

In particular, the registered person must ensure that staff are always following the statement of purpose.

The registered person must ensure that any concerns with closed cultures are addressed.

The registered person must ensure that any action taken by staff towards children is in line with the child's individual care plan and considers the individual needs of the child.

*These requirements are subject of a compliance notice.

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 1257796

Provision sub-type: Children's home

Registered provider: Cambian Childcare Limited

Registered provider address: 4th Floor, Parkview, 82 Oxford Road, Uxbridge UB8 1UX

Responsible individual: Michael Coleman

Registered manager: Melissa Marsh

Inspectors

Sarah Orriss, Social Care Inspector

Shaun Caplis, 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