

2496864

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private provider. It provides care for up to two children with social and emotional difficulties.

The manager registered with Ofsted in February 2024.

Both children were seen as part of the inspection.

Inspection dates: 20 and 21 May 2025

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 23 April 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/04/2024	Full	Good
23/05/2023	Full	Good
26/09/2022	Full	Good
08/02/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The home is decorated and furnished appropriately for the children and provides a homely feel. Parts of the home have been newly decorated, and both children have been included in this. There are photos of the children and some of their artwork in communal areas of the home. This helps children to feel a sense of belonging and pride in their home.

Children are making progress from their starting points. This is because of the relationships that staff have built with the children. One child has made significant progress in managing their emotions. This has meant there have been no incidents for a five-month period. The staff have provided support and encouragement to the child and used strategies that help them to work towards goals.

Staff work with children to ensure that their health needs are met. Children who struggle to engage with their appointments are making progress with the support of staff. This includes basic health checks and specialist appointments for children's individual needs.

Children are making good progress in education. They have excellent attendance and are achieving academically. Feedback from professionals demonstrates how settled children are in their educational settings. One child's school said that the child has made 'phenomenal progress' with their education.

The staff encourage children to take part in a range of activities and days out, and they take them on holidays. One child attends the gym on a regular basis and enjoys walks with staff members. Children are supported by staff to take part in activities of their choosing, which include bowling, swimming and going to the cinema. This helps children to feel a sense of achievement and promotes a healthy lifestyle.

Children are supported to spend time with their families when this is appropriate. Staff communicate with children's families and supervise their visits when needed. In circumstances where children are not able to spend time with family members, the manager considers alternative ways for children to develop relationships. This involves working jointly with other agencies.

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

Children's care plans are clear and individualised to each child. Children's risks are known, and plans include ways in which staff can support children to manage difficulties when they arise. All relevant documents are on children's files. This helps staff to maintain a consistent approach. When incidents occur, children's plans are updated and reflect any changes to the care provided. This helps to ensure that children's current needs are being met.

When children go missing from the home, staff respond appropriately and follow the correct procedures. Children are provided with support on their return, and a return-home interview is offered. The information about incidents keeps staff informed about children's risks and contributes to the review of plans to keep children safer. Consequently, the number of missing-from-home incidents has reduced over recent months.

When children are subjected to bullying in the home, staff work with children to address the issues. The manager and staff follow the home's bullying policy and work with other agencies as appropriate. There are clear records of incidents and key-working sessions to help educate children about the impact of bullying. The manager liaises with other agencies to support children and manage the risks. As a result, there have been no bullying incidents recorded for a five-month period.

When physical interventions are used, the records are not always clear in respect of what staff have done to de-escalate the incident and prevent the need for a child to be held. The incidents themselves are well recorded, and both children and staff have the opportunity to reflect on their actions. However, the lack of understanding about the preceding events inhibits the manager from ensuring that the use of restraint has been necessary and proportionate.

Not all children feel able to take their worries or concerns to the staff. This is because the responses of staff are not always sensitive to the child. Children have said that they have felt let down by staff at times when they needed them to help them stay safe. Children can sometimes perceive staff to be dismissive of their concerns.

The effectiveness of leaders and managers: good

The manager is skilled and experienced and knows the children well. The manager has developed strong relationships with the children and has high aspirations for them. The manager advocates strongly on behalf of children and raises any concerns with other professionals when their practice falls short of expectations. This helps to ensure that children have what they need to make progress and flourish in their day-to-day lives.

The manager and staff have positive working relationships with partnership agencies. This is evident in the children's files, and there are regular updates being shared. Feedback from professionals is positive. One professional said, 'I wish I could put all my children in this home.'

The manager maintains oversight of the staff's strengths and development needs. This is done through regular supervision sessions, and staff speak positively about the manager and the support that they receive. When new staff arrive at the home, they complete an induction. This helps to ensure that the staff who work at the home have suitable skills to care for the children.

There has been a turnover in staff, and there is currently one vacancy in the home. The manager uses existing staff who are willing to support with additional shifts to cover the vacancy. There are also several casual members of staff who are employed in the home. This helps to provide the children with consistency and familiar care.

Records that staff complete about the children are not written using child-friendly words. Records are sometimes written in a way that is blaming of the child and uses insensitive language. This was raised as a recommendation at the previous inspection, and the manager has not picked this up or addressed it as part of their monitoring of staff practice. This means that children may read accounts of themselves that are stigmatising and inappropriate.

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 positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— strive to gain each child's respect and trust. (Regulation 11 (1)(a)(c) (2)(a)(viii))	17 July 2025
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— 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. (Regulation 13 (1)(b) (2)(f)) This particularly relates to the manager's oversight of staff records and the language used in relation to children.	17 July 2025
The registered person must ensure that—	17 July 2025

within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—

details of any methods used or steps taken to avoid the need to use the measure. (Regulation 35 (3)(a)(v))

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: 2496864

Provision sub-type: Children's home

Registered provider: Cambian Childcare Limited

Registered provider address: 5th Floor, Metropolitan House, 3 Darkes Lane, Potters Bar, Hertfordshire EN6 1AG

Responsible individual: Ian Raine

Registered manager: Hayley Turner

Inspector

Kerry Chater, Social Care Inspector

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