

2562677

Registered provider: PBS Care Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care for up to five children who may have autism and/or a learning disability. At the time of inspection, five children were living at the home.

Inspection dates: 12 and 13 August 2025

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	good
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 8 October 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/10/2024	Full	Good
28/11/2023	Full	Good
20/09/2022	Full	Good
03/11/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Since the last inspection, two children have moved in, and one child has moved out of the home. Three children were spoken to as part of the inspection.

Children are making exceptional progress. They benefit from long-term stability and permanence. Many of the children are thriving and making extraordinary achievements.

Parents and professionals unanimously said that the care children receive is exceptional. The staff provide children with a '10-star service'.

Staff are loving and nurturing towards the children. They talk about them with warmth and compassion. Staff are unmistakably attuned to the children's needs and committed to going the extra mile to support them. This has contributed to children feeling cared for and developing highly trusting relationships with staff.

The staff and the welcoming home contribute to family-style living for children. The children have established bonds with each other and enjoy individual and shared activities. Children's time at the home is creatively captured with high-quality memory books. These make the children feel valued and provides them with timeless memories.

Children enjoy a wide range of exciting activities. They lead active and healthy lifestyles. Recent outings to theme parks, bowling alleys and the zoo reflect children's interests. Staff provide creative activities that meet children's sensory needs. The varied range of experiences improves children's well-being and gives them new opportunities.

Staff actively encourage children with their learning. Staff help children to achieve high attendance at school by maintaining consistent and familiar routines. One child who had limited educational attendance now attends a full timetable, recently completing mock exams.

Children are at the core of all decision-making. They are consulted in relation to their learning disability, all aspects of their lives and decisions about their home. Their views and opinions are encouraged and valued.

One professional said, '[The child] is more confident to have a voice. They have given her a safe space to do that.' Children's views are considered when new children move to the home. Staff are provided with a self-made film outlining how to support children. This integral contribution gives children empowerment and a sense of pride.

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

Children say that they feel safe and cared for. The staff understand the children in their care extremely well. They offer lots of nurture and support to ensure that children's emotional needs are met.

The staff use detailed and dynamic risk assessments, which are regularly updated to reflect changes for the children. Staff understand children's individual vulnerabilities. Staff are vigilant and proactive in response to mood and behavioural changes. This approach has led to an overall reduction in the number of significant incidents.

Children have, at times made allegations about staff. Leaders and managers investigate issues appropriately. Collaborative work with social workers and the local authority designated officer ensures that children are kept safe. Managers ensure that children always receive a response to any concerns. This helps children to know that they are being listened to. The manager effectively identifies any learning points, which are clearly addressed with staff.

On occasion, physical intervention is used by staff. This has been used proportionately and as a last resort. Children are spoken to after physical interventions, and their responses are used to inform their management plans.

Staff use children's individual communication methods and consistent language to create predictable routines. This has helped children to make significant and sustained progress in areas such as self-care and independence.

Leaders and managers have developed excellent partnerships with agencies to ensure that timely safeguarding decisions are made. They support children to engage with the multidisciplinary team, providing continuity of care. A social worker said, 'They have a very good understanding of [The Child's] needs. They are very communicative and want to do everything to keep him safe.' This approach has supported children to make sustained progress.

There are several restrictions for children in respect of monitoring and surveillance. Although clear rationale and agreements for these are in place, these are not regularly reviewed for proportionality.

The effectiveness of leaders and managers: good

The home is managed by a highly experienced and committed registered manager. The manager is supported by an equally skilled deputy manager. The managers lead by example. The members of the staff team are committed and dedicated to providing the best possible care.

Staff said that the management team is supportive and approachable. The open-door policy enables staff to feel valued and listened to by managers.

Managers are good advocates for children. They are tenacious in ensuring that any decisions made in respect of a child are well thought out and in children's best interests.

The manager has a good understanding of the home's strengths and weaknesses. They have completed audits on the home and identified areas for future improvements.

There is a good range of training to equip staff with the skills they need to meet children's individual needs. However, several staff have not completed training specific to those needs which would provide further enhancement of their knowledge and skills. Most staff have the required level 3 qualification. However, one staff member has yet to do so.

Although this training will benefit children and staff, it does not take away the exceptional care provided.

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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(a)(b) (2)(c))	14 November 2025

Recommendation

- The registered person should ensure that just as in a family home that limits on privacy and access may only be put in place to safeguard each child in the home (regulation 21(c)(i)). All decisions should be informed by a rigorous assessment of that individual child's needs, be properly recorded and be kept under regular review. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 3.10)

Information about this inspection

The inspector has 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: 2562677

Provision sub-type: Children's home

Registered provider: PBS Care Homes Limited

Registered provider address: 167a Manor Road, Chigwell IG7 5QB

Responsible individual: Julie Woraker

Registered manager: Alanna Alston

Inspector

Naomi Starbuck, Social Care Inspector

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