

2594007

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private company. It provides care and support for up to 2 children with emotional and social needs.

One child was living in the home at the time of the inspection.

The manager registered with Ofsted on 7 January 2025.

Inspection dates: 17 and 18 February 2026

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	good
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The effectiveness of leaders and managers	outstanding
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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: 20 August 2024

Overall judgement at last inspection: good

Enforcement action since last inspection:

A case review took place on 29 October 2024 to consider concerns raised by a safeguarding notification. An assurance inspection took place on 31 October 2024, and serious and/or widespread concerns were found, and an urgent suspension notice was issued on 31 October 2024. A compliance notice was served on 11 November 2024 detailing a breach of Regulation 13 of the Children's Homes (England) Regulations 2015.

A monitoring visit was undertaken on 3 January 2025, where it was noted that progress had been made. Following a case review on 6 January 2025, it was agreed that the steps in the compliance notice had been met and that the suspension should be lifted.

The provider made the choice to close the home for 6 months to enable the new manager to recruit and train a new staff team, review and embed all policies and procedures and ensure that children's needs would be met when the home reopened.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/08/2024	Full	Good
14/05/2024	Full	Inadequate
25/07/2023	Full	Requires improvement to be good
12/07/2022	Full	Good
28/03/2022	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The child has made remarkable progress from their starting point. On arriving at the home, staff quickly developed an understanding of the child's significant contextual safeguarding risks and responded with exceptional care and sensitivity. For the child, this has meant they have been able to turn away from negative peer influences and criminality. Instead, the child is investing in the care, routine and stability given to them by staff, and they now have increased optimism for their future.

Through the swift building of trusting, nurturing relationships, staff have not only mitigated and reduced risks to the child, but they have also opened up meaningful opportunities that have greatly expanded the child's life choices and future prospects. Since coming to live at the home, the child has been able to pursue his love of boxing and wrestling and has also been able to explore other interests, such as horse riding.

The child enjoys warm, trusting and secure relationships with staff. They actively seek staff out for reassurance, guidance and general conversation, demonstrating their confidence in the adults caring for them. Positive interactions were observed, ranging from sensitive discussions about the child's personal needs to light-hearted and relaxed exchanges. This reflects the nurturing culture in the home.

Staff know the child extremely well. They understand their interests, emotional needs and vulnerabilities, and they use this knowledge effectively to support them. The child said that staff help them with their daily routines, health needs and sporting activities. The child also said that their parents feel welcomed and comfortable when visiting the home, which further demonstrates the inclusive and relational approach taken by the staff.

The child's voice is central to decision-making. This was particularly evident in the recent handling of a complaint. The child was listened to, consulted throughout and kept informed of the process and outcome. A mediation meeting provided closure, ensuring that the child felt respected and valued throughout the experience.

Progress for the child is consistently monitored through a well-established, research-informed model of practice. This approach begins with the child's own evaluation of their journey, ensuring that their voice is central to assessing change over time. These insights are reviewed at regular intervals and systematically integrated into staff meetings and supervision sessions. As a result, the staff are able to draw on evidence, reflective practice and the child's lived experience to accurately identify emerging needs and tailor support with precision.

Staff collaborate with a wide range of professionals to strengthen the child's routines, respond proactively to identified risks and celebrate progress as it occurs. Information is

shared promptly and effectively, ensuring that all professionals maintain a cohesive and accurate understanding of the child's evolving needs.

Staff actively seek out specialist support for the child and engage with this positively, enhancing the quality of care the child receives. This is further strengthened by consistent guidance from the provider's therapeutic practitioners, whose expertise enables staff to develop a greater understanding of the impact of trauma and how this may present through the child's behaviours. This integrated, therapeutic approach empowers staff to respond to the child with insight and consistency.

When barriers arise in meeting the child's needs, such as delays in accessing education, the registered manager has challenged this robustly and advocated on the child's behalf. While waiting for the allocation of a place in education for the child, staff have ensured that the child receives a highly personalised package of learning, activities and therapeutic support, preventing drift and maintaining positive routines.

Overall, the quality of care provided by the staff enables the child to have a strong sense of belonging and to continue to achieve significant progress because of the nurturing and consistent care provided.

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

The child says that they feel safe in the home and know that staff are available to support them. Staff have a good understanding of the risks associated with criminality and potential exploitation. They have worked effectively with other professionals to create clear and purposeful safety plans. Staff have also completed direct work with the child to help them build their knowledge and understanding of these risks and to support them in making safer decisions.

Complaints and allegations are managed appropriately. When the child raised concerns about a member of staff, the registered manager ensured that safeguarding procedures were followed. The registered manager used this as a learning opportunity to strengthen staff confidence and practice, discussing complaint management and responding to disclosures in team meetings and supervision.

Although the child has not had any missing incidents from the home, staff demonstrate a good understanding of the missing-from-home procedures. The missing-from-home plan is detailed and shared with parents and involved professionals. Staff work in partnership with the child and external agencies to gradually increase the time the child spends in the community independently. This is done in a planned and considered way, helping the child to develop independence while ensuring that risks continue to be monitored.

Staff provide consistent support to help the child manage their emotions and decision-making. During a recent appointment, staff praised the child's ability to walk away from provocation. This shows the positive impact of supportive relationships and consistent behaviour guidance.

Safer recruitment arrangements are effective. Records are well maintained and contain evidence of the required checks, helping to ensure the child is cared for by suitable adults.

The windows in the home have internal restrictors. The need for these restrictors and whether they remain proportionate to the children's needs and risks, has not been reviewed.

The effectiveness of leaders and managers: outstanding

Leadership and management in the home are exceptional. Since the home reopened, the registered manager has provided highly skilled, experienced and dynamic leadership that has been fully embedded in practice. His relational, ambitious and child-centred approach sets a clear vision for the home and the staff, which is consistently reflected in the high standards achieved. Staff speak with genuine respect for the registered manager and share his unwavering commitment to promoting the child's safety, wellbeing and progress.

The registered manager has an excellent understanding of the home's strengths and areas for development. He challenges and escalates external barriers effectively, for example delays in securing education, while ensuring that the child continues to receive a highly personalised programme of learning and therapeutic activity. This has prevented delay in learning and provided structure for the child.

Leaders and managers have ensured a stable and consistent staff team, without the reliance on agency workers. This stability has provided the child with highly consistent care and predictable routines. It has also enabled staff to develop strong, trusting relationships with the child and with one another, creating a cohesive and nurturing environment that supports the child's progress.

Staff benefit from regular, reflective and purposeful supervision that supports high-quality practice. They also receive clinical guidance from the provider's therapeutic practitioners, enabling them to develop a greater understanding of the child's trauma and associated behaviours. Training is well targeted and includes specialist areas such as exploitation and trauma-informed practice. As a result of this training, staff feel well supported and confident and skilled in their roles.

Partnership working is exemplary. External professionals describe the registered manager and staff as responsive, communicative and firmly focused on the child's best interests. Information is shared promptly and purposefully. This has strengthened multi-agency safeguarding arrangements and ensured a coordinated response around the child.

Monitoring, review and oversight are rigorous and demonstrate highly effective leadership. Leaders and managers use various methods and tools for the monitoring and review of practice, including a checklist to ensure that critical actions are completed swiftly during periods of heightened risk. There is a clear quality improvement plan,

which is updated monthly, and the responsible individual conducts thorough monthly audits, ensuring that learning informs wider organisational practice.

The registered manager demonstrates exceptional child-centred decision-making. He has ensured that the child is fully settled, secure and thriving before considering another child moving into the home. The child has been proactively consulted about the possibility of another child moving in, and their wishes, feelings and views have been integral to the decision-making process. This thoughtful and respectful approach ensures that any future placement decisions are made only when they fully support the child's wellbeing, stability and continued progress.

Case recording across the home is now consistently child centred, analytical and reflective of the child's lived experience, and the child's health needs are being met well. As a result, recommendations previously raised have been actioned.

What does the children's home need to do to improve?

Recommendation

- The registered person should ensure that the use of window restrictors is reviewed and deemed proportionate to the children's risks. The children's home must comply with relevant health and safety legislation, for example alarms and food hygiene. However, in doing so, they should seek, as far as possible, to maintain a domestic rather than 'institutional' impression. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

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: 2594007

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:

Registered manager: Gavin Winters

Inspector

Lisa Finch, Social Care Inspector

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