

2594218

Registered provider: Gordon Care Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home cares for up to four children with learning disabilities and/or social and emotional difficulties.

This home registered with Ofsted in 2020. The manager registered in 2023.

The inspection started on 24 February 2025. Another inspector returned on 19 March 2025 to gather additional evidence in line with [Ofsted inspections and visits: Deferring, pausing and gathering additional evidence](#) policy.

At the time of the inspection, three children were living at the home. Other three children were staying for a few nights on a rotational basis over the inspection period. Inspectors interacted with and observed all children living in the home.

Inspection dates: 24, 25 February 2025 and 19 March 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: 30 May 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/05/2023	Full	Good
22/11/2022	Full	Requires improvement to be good
11/10/2022	Full	Inadequate
28/07/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children are happy at the home. They enjoy a nurturing environment that supports their emotional, social and developmental needs. Staff build strong bonds with the children. This helps them feel secure. A parent of two children who stay for short stays said that they have both been happy in the home.

Experienced staff provide stable care for children. This helps children build trust in the adults around them. Staff help children build confidence by recognising and celebrating their achievements. Staff keep information about children to help them provide consistent care. However, children's care records do not always use language that is friendly and respectful.

Children communicate with others in diverse ways. This includes using words, gestures, signs, pictures and social stories. Staff know that children express themselves in many ways. So, they use fun and creative methods to connect with them. This helps children feel listened to, understood and valued. However, information about how children communicate is not clearly captured in their care records.

Since moving in, one child now goes to school, and staff help them keep good routines. Two other children living in the home do not attend college. A tutor and staff support their educational needs. They use a wide range of sources of information to teach the children. Children visit various places of worship to learn about different religions.

Staff help children learn independent living skills. This includes self-care, personal hygiene and household tasks. These skills boost children's confidence and get them ready for the future. Two children in the home are 17 years old. Staff help them to prepare for their adulthood. This includes providing help on how to budget, cook and make decisions. These skills help them in everyday life.

Children enjoy fun activities like sports, going shopping, painting, taking part in walks and visiting theme parks. These make children feel happy. They also help them build social skills and confidence when they are away from home. Children also go on holiday a few times a year, including abroad. Children had a great holiday in France last year. They are also planning another trip abroad this year.

The home is being repainted to make it nice and welcoming for the children. Some of the furniture is being replaced too. Children helped decide what their home should look like, especially their bedrooms. This helps them develop their self-esteem.

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

Children are safe. Strong policies and procedures keep children safe. Staff get regular training on safeguarding practice. This helps them spot and address concerns early so that they take steps to keep children safe.

Staff know each child's needs, and they change their safeguarding methods to meet them. Staff supervise children when needed. When children do not want this level of supervision, staff encourage them to be independent in a safe way but still use video monitoring in the sensory room when children do not have staff present. The policy and children's records do not explain clearly why staff use this level of surveillance.

Staff can spot nonverbal cues in children with limited speech. They know when a child is in distress or uncomfortable. This ensures that staff protect and support children, regardless of their communication skills.

Staff are aware of children's vulnerabilities to recognise danger. To ensure their safety, there are additional measures, including a door alarm that alerts staff when a child is wanting to leave the home.

Staff set clear boundaries and routines. This helps children feel safe and know what to expect. Staff rarely restrain children. Leaders and managers said that they only use this when it is needed to keep children safe.

Staff work with social workers, healthcare staff and education providers. This teamwork helps make sure that safeguarding measures are thorough and effective.

The effectiveness of leaders and managers: good

Leaders and managers provide strong oversight through regular monitoring and audits. They ensure that the home operates at a high standard. Leaders focus on improvement, and they have plans for the home's growth.

There is a stable staff team to provide consistent care to the children. The team's skills and cheerful outlook create a home that prioritises children's needs. Staff are proud of how well the children have done since moving in.

Staff receive training and development opportunities. They can ask for more training if they need it. However, staff have not had specific training to understand children's needs better.

Managers help staff to learn from their experiences and improve their skills. Supervision and team discussions occur often. Staff say that they get regular and good supervision. This is essential for their learning.

Managers discuss plans for children's futures with parents and social workers. This is especially important for those nearing adulthood. Leaders and managers have links to an

adult care service. This gives children a way to get ongoing support when they move out of the home.

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

Recommendations

- The registered person should ensure that children's care records and the CCTV policy describe how its use will support the safeguarding and well-being of children in accordance with regulation 24. ('Guide to the Children's Homes Regulations, including the quality standards', page 16, paragraph 3.16)
- The registered person should ensure that staff have the right training and skills to meet the needs of children with learning disabilities. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)
- The registered person should ensure that records and staff use language that is child-friendly and respectful. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)
- The registered person should ensure that children's care records show how staff communicate with children to understand their wishes and feelings. ('Guide to the Children's Homes Regulations, including the quality standards', page 24, paragraph 4.24)

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: 2594218

Provision sub-type: Children's home

Registered provider: Gordon Care Services Limited

Registered provider address: 2 Heigham Road, Eastham E6 2JG

Responsible individual: Sylvia Gordon

Registered manager: Moya Marshall

Inspectors

Monique Lindsay, social care inspector

Thobekile Bandama, social care inspector

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