

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 4 children with learning disabilities.

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

At the time of the inspection, 3 children were living at the home. The fourth bed is used by 4 children on a short-break arrangement. None of the children had a planned stay at the time of the inspection.

Inspection dates: 24 and 25 February 2026

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	outstanding
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 24 February 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/02/2025	Full	Good
30/05/2023	Full	Good
22/11/2022	Full	Requires improvement to be good
11/10/2022	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

Three children currently live in the home and are well settled. Two have lived in the home since the last inspection. Children are enabled to build positive relationships with staff and were observed to interact well with each other. Staff show care, compassion and warmth towards children. This helps children to settle into the home. Parents are happy with the care provided and say that their children have made good progress.

Children's health needs are met well. Some of the children have complex medical conditions that require daily medication. Staff have a good understanding of the children's individual needs and are guided by detailed individual care plans that are informed by placing authority plans. Staff work well with health professionals to ensure that children receive appropriate support.

Children make good progress in this home. Staff understand children's starting points and their individual needs and interests. They track children's progress and create personal goals to help children develop and achieve their independence. Some children who are preparing to move into adulthood have detailed plans to help them develop their independence skills. Staff celebrate successes no matter how small. Managers advocate for children to ensure that placing authorities provide suitable placements for them when they reach adulthood and are ready to move to adult services.

Children's views and wishes are listened to in all aspects of their lives. Staff use appropriate methods of communication, such as visual aids and social stories, to help children share their views and feelings. This empowers children to raise any concerns or worries they may have and gives them confidence that their opinions matter.

Children enjoy a range of activities, both in the home and the community. Staff arrange holidays for children both in the country and abroad to provide them with varied experiences. Children benefit from having good routines and structure to their day. Children are given opportunities to have new experiences, and have access to a variety of activities, which they enjoy.

Children's bedrooms are personalised. Significant refurbishment has been carried out in parts of the home and there is ongoing decoration. Managers have confirmed plans to remove CCTV surveillance from the sensory room and the door sensors from the 3 children's bedroom doors to ensure that children live in a warm and homely environment that respects their privacy.

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

Children said that they feel safe. They can identify a trusted person to talk to if they have concerns. The stable and consistent home environment, together with the warmth and confidence of the staff, helps children to feel safe and secure.

Staff have a good understanding of whistleblowing policies and procedures. They have completed relevant training and show good understanding of children's communication. Allegations or suspicion of harm are dealt with immediately and are shared with the relevant agencies. This enhances children's safety in the home.

Staff work well with other professionals, including social workers, education staff and families. They attend professionals' meetings to share strategies to work with children. Strong joint working with a team of relevant professionals ensures that children receive well-coordinated care and support to manage identified risks.

Staff understand and respond well to children's vulnerabilities. They manage challenging situations or behaviour well and show appropriate understanding of children's needs and triggers. Children receive appropriate help and support to manage their behaviour and feelings. Positive behaviour is encouraged through constructive reinforcement and praise, which children respond to appropriately. Children can manage their feelings and talk to staff when they are worried. Staff talk to children to help them understand the risks when online.

Staff manage children's medication well. Arrangements for the safe administration of medicines are effective. Medication is only accepted into the home if it is prescribed, labelled and in the original packaging. There are clear audits to monitor the process. One medication error was managed well, and relevant training was completed.

The effectiveness of leaders and managers: outstanding

The home is led and managed by a committed and experienced registered manager. She is enrolled on an appropriate qualification and is due to complete this in September 2026. The manager and staff know children very well and hold high aspirations for them. They understand the children's backgrounds and respond well to promote positive outcomes for children, recognising their individual needs. Feedback from children, professionals and parents about the effectiveness of leaders, managers and staff is overwhelmingly positive.

The manager and staff are focused on promoting children's development and helping them to achieve their goals and independence. Consequently, all children are making good progress with their social skills and overall development. Managers and staff support children to access the same opportunities as other children of their age. Leaders and managers know children very well. They carefully monitor their progress and work well with relevant people to ensure children receive appropriate support.

The registered manager is dedicated and enthusiastic and advocates endlessly to ensure that children lead positive and fulfilling lives. The registered manager challenges professionals to ensure that children's individual care plans meet their needs. She has excellent oversight of the home and understands the children's day-to-day experiences and the quality of care that they receive.

Staff feel well supported by leaders and managers. They are suitably qualified and receive regular relevant training and development opportunities. Staff benefit from regular supervision and team meetings. Supervision sessions are reflective, offering staff support and guidance and considering the needs and progress of children. Managers support staff to develop their leadership skills and support them to take on leadership responsibilities.

Managers have created an open and transparent culture that fosters mutual support and respect for their staff and children. Diversity, equality and inclusion are promoted exceptionally well at the home. Staff show good understanding of children's cultural needs and help children to learn about the different cultures.

Leaders and managers have addressed all the recommendations raised at the last inspection. There is meaningful management oversight of records, which are regularly reviewed. Internal and external monitoring systems are used to review the progress of the service. Managers work well with the home's independent visitor and respond promptly to the recommendations raised following their visits. This excellent oversight contributes to the ongoing improvement and development of the home.

No requirements were raised at this inspection.

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, London E6 2JG

Responsible individual: Sylvia Gordon

Registered manager: Moya Marshall

Inspector

Dorothy Thompstone, Social Care Inspector

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