

2594539

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is managed and run by a private provider. It provides care for up to four children who may have social and emotional difficulties.

There are two children living in the home.

The manager registered with Ofsted in July 2025.

Inspection dates: 21 and 22 July 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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 27 August 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/08/2024	Full	Good
11/10/2023	Full	Good
12/10/2022	Full	Good
06/07/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Two children are living in the home. Both children were spoken to as part of the inspection.

Children are making progress. Staff know the children well and are committed to providing stability. Children feel listened to and can identify staff that they can talk to. One child said, 'This is like my family,' and that they would like to stay in the home for longer.

Children's voices are heard. Children understand their plans and share their views to participate in decision-making. Children are supported through an advocate, if necessary, to further support their wishes being shared. This means children feel valued and part of their own plans.

Children's educational needs are promoted. Staff support children with their learning and encourage children to maintain engagement. This has meant one child has taken all of their formal examinations. Staff have maintained relationships with educational professionals to ensure consistency in supporting children. The children have aspirations and have set their own goals, and they have secured college places to further progress them in the next academic term. This supports children in engaging with education and encourages them to achieve their aspirations.

Children are provided with support plans to meet their needs. Staff provide an independence programme that is tailored to each child's needs, age and ability. However, this is not captured in the independence files. Children have no formal record of what they have achieved to look back on. Some records are written to the child and are pleasant to read. This is not consistent across all children's documents.

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

Children feel safe and like living in the home. Staff have developed trusting relationships with children to help them feel safe. Staff provide care in line with children's plans to provide consistency and keep children safe. When a child's plan has not been followed and this is identified, it is addressed by the manager. This ensures consistency in the care provided to children.

Staff understand children's risks. The children's key workers regularly update risk assessments and plans. The clinical team offers staff therapeutic insight and guidance to strengthen risk assessments and inform strategies. Staff are provided with clear guidance and strategies to manage identified risks and keep children safe.

When a child goes missing from home, staff follow the missing-from-home plans and take action to reduce risk. When a child returns home following a missing-from-home

episode, staff ensure they are safe and well. Staff request a return home interview with the local authority. However, there is no challenge to the local authority to ensure it is completed. This is a lost opportunity to learn, review and evaluate the information shared by the child. Any information that is shared by the child with staff is not always recorded effectively.

Incidents in the home are rare. Incidents that do happen are recorded by staff, along with supporting documents. The organisation of these documents means they are not all kept together, and information has to be looked for in separate places. This means that some information is missing or not easily available to staff, and this does not help them promote the child's safety.

Safeguarding concerns or allegations are responded to effectively. Staff offer support to the child and inform relevant professionals to reduce potential harm. The manager completes a safeguarding notification. However, reviews and monitoring of safeguarding notifications have been inconsistent. This has meant one safeguarding incident was delayed in being notified. One safeguarding concern regarding staff conduct was not notified, and this prevented oversight and review from the regulator.

Alarms are used on children's bedroom doors to monitor children entering and leaving their bedrooms. This is not an assessed need and is not reviewed effectively for children living in the home. Records do not show that the use of door alarms is necessary and proportionate.

The effectiveness of leaders and managers: requires improvement to be good

The home has a new registered manager who has improved oversight. Until recently, the home had been without a registered manager for a sustained period. Some oversight was maintained but this was largely from a distance. This meant it became inconsistent over time.

The new registered manager is knowledgeable about the strengths and weaknesses of the care that the staff provide. The manager is open to challenge and recommendations to support future change. The manager has implemented initial changes to address weaknesses and is reviewing other aspects of care to implement further changes to strengthen the care offered to the children.

The manager's monthly monitoring lacks effectiveness as quality assurance checks have failed to identify gaps in documentation. Children's case records are not consistently maintained with accurate information, and the current monitoring tool does not enable the manager to comprehensively oversee and evaluate all aspects of care.

Staff have confidence in the new registered manager. The staff are new and need to develop in their roles. However, they are feeling stable now and have a sense of ownership regarding the care being delivered. Staff say that they feel reassured that management will remain consistent and be a strength to further develop the team.

Staff receive supervision to support them in their practice. The supervision tracker has not been completed in line with the provider's policy to track frequency. Supervision that has taken place is of varying quality. Supervision does not provide staff with the opportunity for reflection, which limits learning and development of practice.

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

Statutory requirements

This section sets out the actions that the registered person 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 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— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h)) In particular, ensure that children's documents are available and that manager oversight is visible on documents as expected. Document accuracy must be maintained, and documents must be reviewed regularly and reflect updates.	30 Oct 2025
The registered person may only use devices for the monitoring or surveillance of children if— the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children; the monitoring or surveillance is no more intrusive than necessary, having regard to the child's need for privacy. (Regulation 24 (1)(a)(d))	30 Oct 2025
The registered person must maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child;	30 Oct 2025

are kept up to date; and are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c))	
The registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there; there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(c)(e))	30 Oct 2025

Recommendations

- The registered person should ensure that when a child returns to the home after being missing from care or away from the home without permission, the responsible local authority provides an opportunity for the child to have an independent return home interview. Homes should take into account information provided by such interviews when assessing risks and putting arrangements in place to protect each child. (Guide to the Children's Homes Regulations, including the quality standards,' page 45, paragraph 9.30).
- The registered person should have systems in place so that all staff, including the manager, receive supervision that allows them to reflect on their practice and the needs of the children assigned to their care. A record of supervision should be kept for staff, including the manager. The record should provide evidence that supervision is being delivered in line with regulation 33 (4)(b). (Guide to the Children's Homes Regulations, including the quality standards,' page 61, paragraph 13.2 and 13.3).
- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. Information about the child must always be recorded in a way that will be helpful to the child. (The Guide to The Children's Homes Regulations, including the quality standards,' page 62, paragraph 14.4).

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: 2594539

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: Mark Ullah

Registered manager: Naomi Haller

Inspector

Kate Jackson, Social Care Inspector

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