

2599480

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private provider and offers care for up to two children who experience social and emotional difficulties.

The manager registered with Ofsted in October 2024 and also manages another of the organisation's homes.

Inspection dates: 10 and 11 June 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	requires improvement to be 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: 8 February 2022

Overall judgement at last inspection: not judged

Enforcement action since last inspection: none

Inspection judgements

Overall experiences and progress of children and young people: good

From 21 June 2021 to February 2025, there were no children living in the home. Ofsted had imposed a condition on the provider that they must notify Ofsted of their intention to admit children to the home. In November 2024, this condition was lifted, and a child moved to the home in February 2025. At the time of this inspection, the same child remained living at the home and no other children had moved in.

The child benefits from a spacious, well-maintained home that is equipped with a range of resources that support their social and recreational needs. There are ample communal areas where the child can relax and spend time with staff. A games room has equipment including a pool table, which the child enjoys using. This provides a welcoming environment for family and friends to visit and helps promote positive relationships.

Staff place emphasis on reinforcing positive behaviour through praise. This contributes to the child having a positive relationship with staff and making good progress. The child is positive about their home and said that they value the relationships they have made and the support they receive.

Staff support the child to maintain relationships with their family and friends. Family and friends are invited to the home and the child has had a sleepover. This supports a sense of normality and emotional well-being for the child.

The child is not currently in education. However, this is not due to any failings of the managers or staff. Staff are proactive in liaising with the relevant agencies, and a suitable provision has now been identified. In the meantime, staff support the child to have a structured routine, and educational activities are completed each day. This is helping to prepare the child for their move to an education provision when the time comes.

How well children and young people are helped and protected: requires improvement to be good

Staff have not always managed risks to the child effectively. On one occasion, staff were slow to recognise and respond to the level of support the child required following an incident. This delay meant that the child's heightened vulnerability was not immediately identified, leaving them at risk during a critical period. Leaders failed to identify this risk following the incident. This lack of effective oversight means that managers failed to identify learning from this and give staff guidance on how to respond differently should a similar situation happen again.

The child knows how to make a complaint. When a complaint was made, the manager responded appropriately and supported the child through the process, ensuring they

were informed of the outcome. This open and honest dialogue supports the child to feel listened to and able to raise concerns should they have them.

Staff ensure that the child is kept safe. They follow strategies outlined in clear and well-structured plans and understand the child's risks and vulnerabilities well.

Some risks to the child have reduced since they moved to the home. There have been some occasions when the child has been missing from home. When this has happened, staff took action to locate the child. Staff actively search known areas and contact family and friends when the child has not been where they should be. Staff are proactive at disrupting the behaviour being displayed to redirect the child towards safer choices. When the child does return, the manager ensures that they are able to speak to someone independent. This proactive and cohesive approach has contributed to the child's sense of safety and improves their overall well-being.

When the child is unsettled, conversations take place with them to help them understand the risks around their behaviour and support learning from mistakes. This helps the child understand appropriate behaviours and supports improved long-term outcomes.

The effectiveness of leaders and managers: good

The home is led by a dedicated and experienced manager. Staff are resoundingly positive about the manager and the support they receive from her.

The manager is well supported by the responsible individual and the deputy manager. Together, they have effective monitoring systems and tools that support their oversight of the home and help ensure the quality of care is maintained.

Decisions made to admit children to the home involve thorough consideration of children's needs and prioritise the stability of children. This approach provides a positive foundation for children's long-term progress.

Communication is a key strength of the staff team. Staff communicate effectively with each other, the child and external professionals. This ensures a consistent and coordinated approach. Regular team meetings where information is shared and staff can reflect on practice support this strong communication.

The manager ensures that staff receive regular supervision and appraisal of their work. When there have been incidents, staff are spoken to and provided with the opportunity to reflect. This supports them to learn from experiences and identify areas where they could improve.

Most staff have received training that supports them to understand the child's specific needs. However, a small number of staff are yet to complete this training, which may affect the consistency of care and understanding across the team.

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; have the skills to identify and act upon signs that a child is at risk of harm; take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1) (2)(a)(i)(iii)(vi))	26 June 2025

Recommendation

- The registered person should ensure that staff can access appropriate facilities and resources to support their training needs and should understand the key role they play in the training and development of staff in the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)

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: 2599480

Provision sub-type: Children's home

Registered provider: Cambian Childcare Limited

Registered provider address: 5th Floor, Metropolitan House, 3 Darkes Lane, Potters Bar, Hertfordshire EN6 1AG

Responsible individual: Fiona Rees

Registered manager: Chelsea Guest

Inspector

Chrisoula Contoyianni, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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