

2628010

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private provider. It offers care for 1 child who may experience social and emotional difficulties.

At the time of the inspection, one child was living at the home.

The manager registered with Ofsted in October 2025. The registered manager was on a period of leave during this inspection.

Inspection dates: 21 and 22 April 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	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: 10 June 2025

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/06/2025	Full	Requires improvement to be good
11/03/2025	Full	Requires improvement to be good
12/03/2024	Full	Good
25/01/2023	Full	Good

Summary of findings

The child living at the home is making positive progress when considering their starting point. They say that they are happy at the home and have positive relationships with the staff. Staff understand the child's risks and are supporting them to reduce. However, there are shortfalls in the leadership and management of the home, including staff skills and experience.

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, one child has moved out of the home due to staff being unable to meet their individual needs. There was a child-centred approach to transition planning, involving all professionals working with the child and their family to support the move. This ensured the child was well prepared for the move to their new home.

One child has moved into the home. Due to the child's circumstances, there was not time for a planned transition. However, the child has been supported to settle quickly into the home and is building positive relationships with staff. Staff engage in meaningful conversations with the child and show that they care.

The child's plans are current, personalised, and clearly outline their support needs. The child's views are evident throughout their records. The child said that they are regularly involved in planning for their care, and staff listen and support them well.

Staff support the child's learning. The child is not currently accessing formal education provision; however, staff are working with the child's learning mentor to reintroduce them to education. The child is supported to engage in charity work, learn independence skills, and sample different vocational courses.

The child's health needs are met effectively by staff. Staff support the child to access appointments to meet their physical and mental health needs. External professionals have praised the strong communication between themselves and staff. This has helped staff develop their therapeutic approaches. For example, they are now more confident in using grounding techniques to support the child at times of crisis.

Staff support the child to maintain relationships that are important to them. For example, the child is supported to regularly visit their grandparent at their hometown. This supports the child's identity and sense of belonging to their family.

There have been improvements to the home environment since the last inspection. The child's bedroom is clean and tastefully decorated. The child is involved in the plans for personalising the shared living areas at the home. This provides the child with an opportunity to express their personality and supports their sense of belonging.

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

There has been a reduction of incidents since the last inspection and risks have reduced for the child living at the home. There are clear plans in place to support staff in safeguarding the child. The plans include all known risks and are regularly updated.

Staff have a good understanding of the child's individual risks and vulnerabilities. They take the time to reflect with the child following incidents. They are professionally curious and seek to better understand how to help the child. This helps to improve plans to support and safeguard the child.

Staff respond to self-harm incidents with empathy and understanding. They provide first aid to the child and seek medical support when needed. However, on one occasion there was a delay in staff completing a room search after an incident of self-harm. The interim manager identified and addressed this shortfall in a timely way.

There is inconsistent management oversight of incidents for children. Some incidents have no oversight by leaders and managers and others lack evaluation of staff practice. As a result, not all shortfalls in staff practice are identified and addressed.

There has been one incident when staff have used physical intervention with the child. This was necessary and proportionate to prevent harm to the child and staff. However, the interim manager did not demonstrate effective de-escalation techniques to support the child's emotional regulation prior to the intervention. On another occasion, the interim manager's comments to the child during an incident caused them further distress.

Staff do not consistently carry out and routinely record health and safety checks at the home. This does not ensure that the home environment is maintained in line with provider's policies and procedures.

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

At the time of this inspection, the registered manager was on a period of planned leave and there was an interim manager in post. The interim manager has applied to register with Ofsted.

Senior leaders and managers demonstrate some insight into the shortfalls of practice and are beginning to implement plans to address these. However, there is not sufficient oversight of the interim manager's practice. For example, the interim manager has evaluated their own practice when physical intervention was used with the child. This means that not all shortfalls in the interim manager's practice are identified and addressed.

The interim manager has not ensured effective organisation and oversight of the child's records. This does not support effective oversight of the child's care. At the time of this

inspection, senior managers had identified this issue. They were in the process of implementing tools to improve the monitoring and review of the child's care.

Leaders and managers have not ensured effective communication with staff. This means that important information relevant to the child's care is not always shared between shifts. For example, staff were not fully aware of why the crisis mental health team were at the home.

There have been improvements to the stability of the management and staff team. There is no longer a reliance upon agency staff to care for the child. The morale of the staff team has greatly improved, and staff say that they feel supported by leaders and managers. Staff have regular supervision and attend frequent team meetings. However, the quality of supervision is variable and staff are not always provided with an opportunity to reflect on their practice. Some supervision records lack detail, discussions about the child, or meaningful plans for progress.

Staff have relevant training to meet the child's individual needs. However, some staff lack experience and there is limited evidence of leaders and managers developing staff practice. This limits opportunities for staff to develop their knowledge and skills and improve the quality of care provided to the child.

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; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies; that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (1) (2)(a)(i)(v)(vi)(vii)(d)) Specifically, the registered person must ensure that staff follow the child's plans to keep them safe, particularly in regard to welfare checks and room searches following incidents of self-harm. And that health and safety checks within the home are consistently carried out and documented in line with the home's policies and procedures.	19 June 2026

This requirement was made at the last inspection and is restated.	
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— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff work as a team where appropriate; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(b)(f)(h)) Specifically, leaders and managers must ensure that there is sufficient monitoring and review of the registered person's practice and the child's day to day care. They must ensure that there is effective communication between the staff team to share important information for the child. And that staff are supported to gain the relevant skills and experience to care for the child. This requirement was made at the last inspection and is restated.	19 June 2026
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and	19 June 2026

positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— meet each child’s behavioural and emotional needs, as set out in the child’s relevant plans; communicate to each child expectations about the child’s behaviour and ensure that the child understands those expectations in accordance with the child’s age and understanding; strive to gain each child’s respect and trust; understand how children’s previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children; are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same; de-escalate confrontations with or between children, or potentially violent behaviour by children. (Regulation 11 (1)(a)(b)(c) (2)(a)(i)(v)(viii)(ix)(xi)) Specifically, the registered person must ensure that all staff, including the manager, understand children’s behaviour and experiences and have the skills to support children and effectively de-escalate incidents.	
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; are kept up to date are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c))	19 June 2026

Specifically, the registered person must ensure that children's records are organised in a manner that allows for effective oversight of the child's care.

This requirement was made at the last inspection and is restated.

Recommendation

- The registered person should ensure that all staff, including leaders and managers, receive supervision that is of good quality to support the safeguarding of children and minimisation of risks to them ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)

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: 2628010

Provision sub-type: Children's home

Registered provider: Cambian Childcare Limited

Registered provider address: 4th Floor Parkview, 82 Oxford Road, Uxbridge, London UB8 1UX

Responsible individual: Sean Roberts

Registered manager: Bethany Gornall

Inspector

Hayley Smith, Social Care Regulatory 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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