

2660433

Registered provider: Prime Calibre Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned home that provides care for up to five children with learning disabilities. At the time of this inspection, there were five children living in the home. The inspector met with all the children during the inspection.

The manager of the home registered with Ofsted in December 2021.

Inspection dates: 17 and 18 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	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: 18 March 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
18/03/2025	Full	Requires improvement to be good
13/12/2023	Full	Good
08/06/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, four children have remained living in the home and one child has moved into the home in an emergency. This was well planned and the other children living in the home were consulted as part of the move.

The staff have established excellent communication systems, individualised for all the children. This enables the children to share their views, wishes and feelings. All the children continue to make progress with their communication and expand their vocabulary.

All the children are making progress. They have individual targets, which form part of their care planning. The children have tailored key-working plans which map out how their goals will be achieved and enable staff to support their progress consistently. One child recently visited the barbers for the first time. This is exceptional progress for this child.

Children are supported to have structured, individual routines to support their day. This includes lots of options and choices on how they spend their free time. This was called siesta time but has been changed to be more reflective of what the children do in practice. For example, they can use this time to chill out, play, spend time in the garden or watch something on their tablets or a TV show.

Most of the children are accessing education. This varies for some children who are on a part-time timetable, with tutoring to enable them to re-engage in education as part of their education, health and care plans.

All the children are in good health and have their ongoing health needs met, such as ensuring that they have their regular medical reviews and are registered with local services. Additionally, the registered manager has involved specialist health professionals to ensure that children with complex health needs get the right support and treatment to help them.

Care planning is informative and gives guidance to staff on how to support the children with their individual care planning support and needs. They are regularly updated to reflect any changes and meet children's identity and diverse needs.

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

The staff know the children well and they have secure relationships centred on building trust with the children, to enable them to express their needs and feel safe.

There are suitable checks in place to ensure health and safety on the premises is maintained. Children have personalised emergency evacuation plans to support them in the event of a fire.

The staff are aware of children's needs and how they can safely support them in times of distress. This includes using personal protective equipment to safeguard staff. This is done discreetly and with minimal impact on children's well-being and dignity to help them feel cared for and nurtured.

When a child has made an allegation, the registered manager has taken action to safeguard the child and report this to the child's relevant professionals. However, in one isolated incident, this was not reported to the regulator.

When children need support from staff in managing some of their behaviours, the staff implement consistent boundaries. This has led to a reduction in incidents. However, records do not always capture management oversight in speaking with the child and staff to reflect and offer any learning from this. Therefore, this requirement is partially repeated.

The effectiveness of leaders and managers: good

Senior leaders have well-established systems in place to ensure there is effective oversight of the quality of children's care. The registered manager has meticulously designed care planning and risk mitigation tools to explore every aspect of a child's support needs and how these can be met. These records capture a snapshot of children's lives and give staff the guidance they need to support children's needs effectively.

There is a consistent team of staff in place to support the children. There are high staffing ratios to support the children's complex needs.

The staff are provided with training, learning and development opportunities to enable them to provide the care and support that children need. This includes refresher training to meet the needs of children when they first move into the home, as well as ongoing ad-hoc sessions in team meetings to upskill staff. Consequently, the staff have the skills and knowledge to support the children.

The staff meet with each other and senior leaders on a regular basis to discuss the needs of the children and the smooth running of the household. They take part in quizzes to refresh their knowledge on the children and their own practice. This supports the staff to have excellent communication and provide consistent care for the children.

Feedback from external professionals and families is very positive. In relation to a child who had recently moved into the home, one professional commented, '[name of child] has done fantastic', and praised the registered manager who 'has been fantastically proactive' in advocating for this child. One family member said, 'Staff are fantastic. We see how happy [name of child] is there. They are doing wonders with [name of child]'.

The registered manager is committed to ensuring children receive good-quality care, adhering to the home's ethos and vision shared by staff that 'the children are safe and happy and flourish here'. The staff are dedicated and care about the children. They feel supported by senior leaders and each other. One staff reflected on the care for children and said, 'It's about building real connections and helping them feel like they matter.'

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 registered person must ensure that— within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and has signed the record to confirm it is accurate; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(b)(i)(ii)(c))	31 August 2025

Recommendation

- The registered person should notify Ofsted and other relevant persons if one of the situations specified in regulation 40(4)(a)-(d) occurs. In particular, the registered person should notify the regulator without delay of any allegation against the home or a person working in the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 63, paragraph 14.10)

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: 2660433

Provision sub-type: Children's home

Registered provider: Prime Calibre Care Ltd

Registered provider address: PO Box Suite 158, 176 South Street, Romford RM1 1BW

Responsible individual: Diane Williams

Registered manager: Moneat Grant-Williams

Inspector

Sara Stoker, Social Care Inspector

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