

2694028

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 by a large national provider. It is registered to provide care for up to three children who may have social and emotional difficulties.

One child currently lives at the home. They were spoken to and had their views considered.

The registered manager and responsible individual were both present during this inspection.

Inspection dates: 7 and 8 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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

Staff maintain the home to a high standard, and it feels like a family home. There has been significant damage to the internal areas of the building, but repair and redecoration have been completed swiftly to ensure that the environment remains positive for the child. Staff have supported the child to personalise their bedroom and other spaces in the home. The child has developed an interest in growing plants, which are now in several areas of the home.

Staff have supported the child to make progress with education and learning. At the point the child moved into the home, they had missed significant periods of education and struggled to engage. Staff have supported the child to attend an alternative provision. The time the child spends there is steadily increasing. There has also been the introduction of a tutor at home. The child's confidence with learning and engaging with provisions has increased.

The child moved into the home during a period of significant instability in their life. The consistent and resilient approach of the staff has seen the child begin to trust the adults who care for them. The child has built positive relationships with the staff in a short space of time. The child is being supported to understand what genuine care looks like. Staff are helping the child move on from previous negative experiences of care and trauma.

Staff initiate meaningful discussions with the child regularly. The child is encouraged to discuss things that are important to them and vital to their development. Staff support the child to take part in weekly 'chats'. These discussions ensure the child's wishes and feelings are consistently gathered. The manager always responds to the child in writing, so the child feels heard and has requests considered.

Staff support the child to see their family. Staff know how important this is to the child. Staff go above and beyond in ensuring that family time goes ahead. Any obstacles that may impact on family time are identified by staff, and the child's family appreciates this effort. Staff treat the child's sibling with the same care and enthusiasm they afford the child. The child's parent said, 'We have a relationship again now because of the staff.'

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

There have been several significant incidents involving behaviours that may challenge since the child moved in. These incidents have significantly reduced because the approach to behaviour support is effective. The manager ensures there is reflection and learning after incidents. Staff support the child to be part of reflecting on how they process feelings and emotions in a safer way. This involvement in their care is helping the child to feel more secure and settled in the home.

Safety plans in place for the child are clear and effective. The manager reviews these plans regularly and after incidents. Staff follow these plans, and there are high expectations from the manager around staff being up to date with any changes. The monitoring and restriction of the child's activities has been proportionate and necessary in supporting the child to be kept safe. The levels of supervision that the child requires have reduced because of them feeling more settled in the home.

There have been incidents where the use of restraint by staff has been necessary. Staff only use restraint as a last resort. Staff are trained in how to use restraint safely. The manager reviews all incidents where interventions have been used. The child is regularly given the opportunity to discuss incidents of restraint and to reflect on them. Staff are also offered the opportunity to debrief after incidents. There is a supportive approach to discussing restraint and how it can be minimised or avoided in the future.

There is a multi-professional approach to safeguarding. Serious incidents are shared with the appropriate professionals in a timely manner. The practice of the staff and communication from the manager to other services are consistent and transparent. This has established trust among professionals that the child's safety and well-being are being prioritised.

The effectiveness of leaders and managers: good

The home is led by a patient and dedicated manager. They have a consistent and supportive approach to managing the staff team. They genuinely care about the child making progress and have ensured that the team has not given up on the child despite some highly challenging incidents.

The staff team is still developing its skills and experience. There are vacancies and shortages in staff numbers. This has meant that staff from sister homes have been used regularly to cover shifts. The manager has ensured that these are the same staff each time, and this has meant the child has familiar people caring for them. The use of agency staff has been minimal.

The manager is developing the structure of leadership roles in the home. Staff are committed to their development and feel supported in their roles and becoming qualified. Staff shortages and the demands of the home have meant opportunities for the development of team leaders have been lacking. The manager can articulate areas of training that the staff require but lacks a plan to support the progress of this. The manager has identified the strengths in the staff team and is clear about the areas for improvement.

The manager has good oversight of the home. They make sure that records are reviewed regularly to ensure information is captured, shared and responded to. There are effective systems in place for monitoring and quality assurance. These processes are supported by an experienced responsible individual. The manager

responds positively to this support and benefits from peer group reflection with managers in sister homes.

Professionals all speak highly of the team. Specialist healthcare teams feel that the manager has an excellent approach to seeking advice and support from them. Professionals are clear that the staff team has managed a very challenging period with resilience and commitment. One professional spoken to said, '[Name of child] has only been there for five months, and the progress they have made is amazing.' Professionals were considering the use of legal restrictions on the child before they moved in, and this is no longer required.

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 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 the home has sufficient staff to provide care for each child. (Regulation 13 (1)(a)(b) (2)(a)(d)) This in particular relates to staffing levels being sufficient for team and leadership development within the home to take place to provide care that aligns with the home's statement of purpose.	9 October 2025

Recommendation

- The registered person should have a workforce plan that can fulfil the workforce-related requirements of regulation 16, schedule 1 (paragraphs 19 and 20). The plan should be updated to include any new training and qualifications completed by the staff while working at the home and used to record the ongoing training and continuing professional development needs of the staff, including the home's manager. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.8)

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: 2694028

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: Dawn Kelly

Registered manager: Michelle Danvers

Inspector

Chris Haines, Social Care Inspector

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