

2730101

Registered provider: Capital Children's Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private provider. It offers care for up to two children, aged between six and 18, who experience social and emotional difficulties.

The current manager has been in post since March 2024 and is registered with Ofsted.

Inspection dates: 9 and 10 September 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	outstanding
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 29 August 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/08/2024	Full	Good
18/10/2023	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of the inspection, one child was living at the home. Although the home is registered for two children, it operates as a solo placement to support one child with complex needs. This helps staff to focus intensively on the individual child and provide tailored, high-quality care.

The home's ethos and approach to care is underpinned by nurturing, strong and trusting relationships. Staff know the child well and express genuine care, warmth and affection. The inspector observed playful and respectful interactions between the child and staff. Feedback from the child was positive. They described relationships with the staff as 'good', and they liked that their bedroom had been decorated to their tastes.

Staff support the child to maintain relationships with friends and families. Family relationships are supported in line with their local authority care plan. The child is helped to spend time with family and friends, including within the home where appropriate. A family member spoke positively about the home's communication and approach to supporting the child. This helps promote children's identity and social well-being.

Since the last inspection, three children have moved in and three have moved out. Transitions into the home are carefully managed, even when arranged at short notice. Where children's needs have proven too complex to be met, endings have been overseen with sensitivity and planning to ensure a positive experience. All children receive a photo journal book, which shows their time at the home positively.

Children's education is promoted effectively. Staff work with external agencies to identify suitable provisions and make concerted efforts to engage children in learning, even when they are reluctant. Strategies such as Wi-Fi restrictions are used to support educational engagement.

Children enjoy positive day-to-day experiences. Staff encourage participation in a range of activities, such as museum visits and trips to local centres and theme parks.

The home environment is excellent. It is clean, well maintained and decorated to a high standard. The child's bedroom is personalised, and they expressed satisfaction with it. Staff have made considerable efforts to create a homely and welcoming atmosphere.

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

Children are safeguarded effectively. Despite the complexity of their needs, staff respond robustly to ensure that children are kept safe while maintaining a balance between protection and personal liberty.

The child's views are central to planning and decision-making. Staff follow safeguarding policies which reflect a child-centred approach. Risk assessments and support plans are detailed, individualised and well integrated with behaviour support strategies. Child-friendly documents are also used, such as a 'getting to know me' summary of the child. Staff work collaboratively with children to set goals and provide weekly planners, which are shared directly with the child.

Staff engage in regular, meaningful conversations with the child, which are incorporated into behaviour support planning. Consequences are used carefully, well recorded and are reviewed after seven days to assess their effectiveness. Achievements are recognised through initiatives such as a gift box and positive comment box, which help build the child's confidence. The home's ethos of "rewarding good choices, not behaviour" is evident throughout.

Staff respond well to incidents. Although there have been a high number of incidents, some of which are serious, records show staff have acted effectively in each case. Incidents are well documented and reviewed by managers. Multi-agency working is strong, with coordinated efforts to support children and reduce future incidents.

Missing-from-home incidents have been managed diligently. Children's profiles and assessments are detailed and current. Staff follow procedures and act promptly. When missing episodes happen frequently, the manager works within a multi-agency framework to reduce risk and support the child.

Restraints are rare and used only when necessary. Records show they are proportionate and justified, with appropriate follow-up conversations and managerial debriefs.

Health and safety procedures are robust. Fire safety checks are compliant, and no CCTV is used apart from a ring doorbell, for which child consent has been obtained.

Diversity and equality are well promoted. The manager is developing a well-being programme focused on children's individuality and cultural identity. The locality assessment is comprehensive and includes information about culturally diverse services and businesses.

The effectiveness of leaders and managers: outstanding

The registered manager is highly committed to achieving the best outcomes for children. They demonstrate exceptional dedication to both the staff team and the child. Senior leaders provide strong support, and the provider has clear aspirations for the home.

Staff feedback is unanimously positive. Team members speak passionately about their roles and the children they care for. One staff member said they 'love' the home and supporting the child, while another described the team and manager as 'fantastic'.

Safer recruitment practices are followed and comply with regulations. New staff receive thorough inductions and feel well supported. Training is comprehensive, and staff feel confident and equipped to fulfil their roles.

Staff conduct is good, and procedures are well understood. A very small number of concerns were raised regarding agency staff, which were recorded openly, and investigated thoroughly. Agency staffing is minimal and has not been used for several months.

Although the home policy states supervision should occur every six weeks, in practice it takes place monthly. Staff find supervision helpful, and records show sessions are reflective and wide-ranging. Staff also have access to clinical supervision from an external professional, which they find beneficial.

Professional feedback is consistently positive. Staff and managers work in partnership closely with local agencies. The manager is a proactive advocate for the child and challenges other services when necessary to ensure children receive the support they deserve.

The manager actively seeks to improve practice. Monitoring and auditing systems are used effectively. There are examples of innovative practice, including allowing a child to attend staff meetings and revising the children's guide to develop a version for family members.

Written documentation is of a high standard. All records reviewed during the inspection were professionally written, child focused and well organised.

No requirements or recommendations were made at this inspection.

Information about this inspection

The inspector has 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: 2730101

Provision sub-type: Children's home

Registered provider: Capital Children's Care Ltd

Registered provider address: 4 Pike Way, North Weald, Epping CM16 6BL

Responsible individual: Julie Woraker

Registered manager: Audrey Noden

Inspector

Daniel Rankin, Social Care Inspector

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