

2764293

Registered provider: Eden Care Homes Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private provider. It offers care for up to two children who may experience social and emotional difficulties.

The manager registered with Ofsted in February 2024.

At the time of this inspection, two children were living at the home.

Inspection dates: 8 and 9 April 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: 10 June 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/06/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children make good progress from their starting points due to the care they receive from staff. Before a child moves into the home, the staff familiarise themselves with their known needs and vulnerabilities. This means that staff can immediately tailor the care that they provide to meet the individual needs of a child. Feedback from professionals about the quality of care provided by staff and the progress that children make is positive.

The relationships between the staff and the children are a particular strength of this home. Staff understand the importance of building relationships with children to promote their sense of safety, security and belonging and make them feel valued. Staff are genuinely committed to getting to know children on an ongoing basis so that they can help them succeed and enjoy their time at the home.

The inspector spoke with both children. One child said that they would rate the home 'eight out of 10' because they can have fun with the staff, talk to them, and receive help from them with anything they need. Another child said that they would rate the home 'nine out of 10' because the staff are there to help them. The child said, 'It is not a bad place to live.'

Children have access to a range of activities that align with their specific interests. This has enabled one child to develop a social network outside of the home. Where children do not wish to participate in organised activities, the staff offer suitable alternatives, such as going for walks, shopping, or dining out. This approach ensures that all children can enjoy their time in the home.

Staff understand their roles and responsibilities in making sure that children are in good health and receive opportunities to access education and learn. When children are reluctant to attend health appointments, the staff find creative ways to break down barriers to children accessing universal and specialist health provisions. This has helped children to start attending health appointments.

When children are not engaging in education, the staff are persistent in encouraging them to understand the importance of attending school or college. This has helped one child sign up for a college course. In addition, the staff work closely with education professionals to support children in returning to education.

Staff are effective advocates for children. Through conversations with children, the staff develop a good understanding of children's specific wishes and feelings. Staff share children's views with external professionals, including social workers, independent reviewing officers, and health and education professionals. Furthermore, they support children in attending meetings, such as statutory reviews. This helps to promote

children's voices and participation in day-to-day decision-making and planning for the future.

Staff support children in maintaining relationships with the people who are important to them. One social worker said that by promoting family time, staff helped a child get to know their family members and maintain a relationship with them. Staff worked relentlessly with family members and the children's social worker to support this.

Staff have a good understanding of children's needs based on their cultural heritage. Staff not only meet these needs by providing food items and home-cooked meals, but they also take the time to learn about each child's culture and heritage.

Staff help children prepare for independence by teaching them important life skills, including self-care, money management, cooking, and how to care for their physical and emotional health. However, not all conversations between staff and children about such topics are recorded. This does not help children fully understand how staff have helped them.

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

Children feel safe in the home. One child said that the staff ensure their safety because they come for them if they are not where they should be.

Staff have a thorough understanding of children's specific vulnerabilities and respond to these well. Staff tailor their conversations with the children to their specific vulnerabilities and support them in making safer choices. Furthermore, the staff work closely with the children's professional networks to promote children's safety in the home and the community. Professionals spoken to unanimously stated that the staff are instrumental in promoting the safety of children and contribute towards improving children's safety over time.

Children who go missing from the home or are absent without permission receive a strong response from staff who are confident in knowing what steps to take to safeguard the child and secure their safe return home.

Staff promote clear and consistent boundaries in the home by working cohesively as a team, modelling positive behaviours, and providing children with appropriate incentives and rewards. One member of staff said that the staff team provides 'boundaries with love'.

Children are rarely held by staff. Staff only hold children as a last resort to keep them and others safe, and the least restrictive holds are used. The child and staff are spoken to following any occasion when a child has been held. This helps to promote learning and repair relationships between the staff and the child. Although staff are suitably trained in behaviour management and holds, they were unable to name the model they use.

Any concerns regarding staff conduct are managed appropriately, and the correct safeguarding procedures are followed. In addition, the registered manager follows safer recruitment processes when employing new staff. This helps to ensure that only suitable adults provide care for children living in the home.

The home environment is safe, warm and welcoming. It looks and feels like a family home for children.

The effectiveness of leaders and managers: good

The manager places children at the centre of his decision-making and the development of the service. He is enthusiastic about providing a caring home environment for children and has a good understanding of the link between staff being nurturing, confident, competent and skilled and how this helps children to do well. The manager is supported by a suitably qualified and experienced deputy manager.

Since the last inspection, a new responsible individual has brought positive changes to the service. She has good oversight of the home and values the manager and staff team. The manager and staff feel supported by the responsible individual.

The manager and responsible individual have a good understanding of the children's progress due to their oversight of the home, presence in the home, and their relationships with the staff and children. When children are struggling or in crisis, the manager is proactive in escalating concerns to relevant professionals.

Staff morale is good, and the staff are committed to making a positive difference to children's lives so children can succeed and develop positive memories of their time in the home. The staff feel supported in their role by the managers and have confidence in them.

The managers have oversight of the children's bespoke plans and provide the necessary support for the staff team to ensure that these plans are ambitious and help children to make progress. However, more could be done to ensure that the plans clearly track the progress that children are making.

The home benefits from having external scrutiny from an experienced and consistent independent person. However, regular consultation with the children, their families, staff and external professionals would enhance this scrutiny. In addition, the manager and responsible individual need to ensure that the reports provided by the independent person are accurate and clearly support their understanding of any shortfalls identified and how and when they should be addressed.

Since the home's registration with Ofsted, the manager has not submitted a quality of care review report to the regulator. Although this has had no known effect on children living in the home, this shortfall has prevented the regulator from having additional oversight of the safety and experiences of the children living in the home.

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 complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report"). The registered person must— supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home. The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff.	1 May 2025

Recommendations

- The registered person should ensure that all staff are adequately trained in the principles of restraint and any restraint techniques relevant to the needs of the children the home is set up to care for, as defined in the home's statement of purpose. Although staff understand how to manage the behaviour of the children living in the home, they should also understand the model of behaviour management used in the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraph 9.57)
- The registered person should ensure that the home's records on each child represent a significant contribution to their life history. Records of conversations between staff and children should help children understand how staff have helped them. In addition, children's plans should clearly outline their progress so that they can celebrate their achievements. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.5)
- The registered person should ensure that any individual appointed to carry out visits to the home as an independent person carries out a rigorous and impartial assessment of the home's arrangements for safeguarding and promoting children's welfare. This includes consulting staff, children and external professionals and ensuring that the record of the visit is accurate and clearly outlines the recommendations made and which have been addressed by the registered manager. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraph 15.5)

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: 2764293

Provision sub-type: Children's home

Registered provider: Eden Care Homes Ltd

Registered provider address: 203 Westgate, Bradford BD1 3AD

Responsible individual: Katie Barrow

Registered manager: Matthew Youngson

Inspector

Shirin Khan, Social Care Inspector

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