

2765713

Registered provider: Eden Residential Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned. It provides care and accommodation for up to 4 children with learning disabilities.

The manager registered with Ofsted in April 2024.

There were 3 children living at the home at the time of the inspection.

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

Date of last inspection: 4 September 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/09/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of the inspection, 3 children were living at the home. All 3 children contributed to the inspection.

There have been 3 children move in and 4 children move out of the home since the last inspection. Moves for children are well planned and supported. An assessment of the staff's ability to meet children's needs is undertaken prior to children moving in. This considers the training, the supervision required and the dynamics of the other children at the home.

When possible, children, parents and professionals visit the home and meet the staff before they move in. One child had a planned move that was exceptionally child-focused. Staff worked with this child alongside staff in their previous home for several weeks. This allowed staff to have a good understanding of the child's needs, likes and dislikes. The planning allowed the child to move into the home having formed relationships with the staff team. The child's bedroom was meticulously planned to support the move, with the paintwork, bedding and bedroom layout designed to closely match her previous home.

Children's education is promoted and supported. All children have an education package that meets their needs. One child has achieved a place at a local college. This is the first time that this child has been able to attend school education for a significant period of time. Staff work alongside children's tutors and support children to continue to work on their education goals outside school time.

All children have made progress from their individual starting points. One child has made significant progress in their ability to eat a wider variety of food and has developed a vocabulary. Another child has begun to use images and objects to communicate their needs. This has given this child a voice and a way of expressing their likes and dislikes.

Children enjoy a wide range of activities and are supported to be involved with their local community. One child has enjoyed trips to local shopping centres and play centres. This is something that previous homes had been unable to support them to do safely.

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

Children have their own flats in a communal home. This gives them the space that they need to live individually with the option and ability to socialise with their peers as preferred. For some children, this set-up has enabled them to live around peers and develop social skills for the first time.

Children's flats are individual and based on their specific needs. One child's flat is calm and quiet and another is highly personalised with lots of the child's belongings around. One child has significant complex needs, and their flat has been adapted to meet these.

Staff are creative at obtaining the views of non-speaking children. Staff use images and objects to gain children's views on food choices, activities and birthday gifts. Staff are skilled at using observations of children to help them understand what children are communicating. Staff understand children's actions and verbal references and what these mean.

There have been 6 incidents of missing from home for one child. Staff followed this child's care plan, searched for the child and reported them missing in line with the agreed procedure. Managers ensured that this child was offered return home interviews. Staff used a relational approach to manage this risk. Staff regularly talked to this child about the risks of being missing and why they were worried about them.

There have been occasions when children have been held for their safety. Records of restraint are not always clear. Some dates on the records are conflicting and errors in the recording have not always been picked up by managers within the relevant time frame.

Professional and parent feedback is consistently extremely positive. One professional said that the progress that children have made at this home goes beyond what was expected and another said that this home had been 'amazing'.

The effectiveness of leaders and managers: good

The home is managed by a skilled and ambitious registered manager. The manager is committed to the home and proud of the children's achievements.

There are effective systems in place to ensure the safe recruitment of staff. When agency staff have been used, the manager ensures that recruitment checks are sufficient and are in line with regulatory requirements.

The manager knows the children and the staff well. She uses this knowledge to carefully plan teams to work with individual children. This planning is based on observations of children with staff and children's views about who they would like in their team. As a result, children are supported by a smaller, consistent team who know them well.

There have been concerns in relation to staff practice since the last inspection. Leaders and managers worked in line with the home's safeguarding policy and ensured that information was shared with the relevant safeguarding authorities. Managers take decisive action to ensure the safety and care of children. Investigations into staff practice are thorough and consider all of the information available. Managers reflect on investigations to identify any areas of learning or improvements needed. Where there have been shortfalls in staff practice, managers ensure that further training and support are provided to the whole team to prevent recurrence.

Staff supervision is good quality, highly reflective and covers safeguarding scenarios. The manager does not yet have a way of monitoring supervision to ensure that all staff have this in line with the home's policy. This has led to some staff not receiving supervision as regularly as required, including new staff.

Some children are prescribed 'as required' medication for periods of distress. All staff are clear on the procedure for the administration of this medication, which needs to be agreed by a team leader. However, the child's care plan and risk assessments do not specify or adequately describe the types of behaviour that indicate medication is needed. The staff and team leaders do not have clear guidance on when to request the use of this medication. There are no monitoring and review processes to assess the use or identify any trends or patterns and to ensure that the medication is necessary and proportionate.

What does the children's home need to do to improve?

Recommendations

- The registered person should ensure medicines are administered in line with a medically approved protocol. Regulation 23 requires the registered person to ensure that they make suitable arrangements to manage, administer and dispose of any medication. In particular, there should be a clear protocol and guidance for staff in relation to the administration of 'as required' medication, and systems should be in place for managers to monitor the use of this medication. ('Guide to the Children's Homes Regulations, including the quality standards', page 35, paragraph 7.15).
- The registered person must have systems in place so that all staff, including the manager, receive supervision of their practice from an appropriately qualified and experienced professional, which allows them to reflect on their practice and the needs of the children assigned to their care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.2).
- The registered person should ensure that records of restraint must be kept and should enable the registered person and staff to review the use of control, discipline and restraint to identify effective practice and respond promptly where any issues or trends of concern emerge. In particular, records of restraint should show the date of the restraint and the date of the record. Management reviews should identify any errors in recording to ensure that records are factually accurate. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraph 9.59)

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: 2765713

Provision sub-type: Children's home

Registered provider: Eden Residential Care Limited

Registered provider address: 319b Walton Road, West Molesey KE8 2QG

Responsible individual: Zameer Chaudhry

Registered manager: Katie Roberts

Inspector

Andrea Bounden, Social Care Inspector

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