

2786775

Registered provider: Collaborative Care Services Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home provides care for up to two children who may experience social and emotional difficulties. At the time of inspection, one child was living at the home.

There has been no registered manager since 19 December 2024.

Inspection date: 18 March 2025

This monitoring visit

There is one child living at the home. They were not present for the monitoring visit.

Managers have been unable to produce clear and detailed plans on how to stop incidents of the child going missing from the home or reduce the length of them when they occur. A lack of effective engagement with the local authority and the child has led to a superficial understanding of the risks.

There has been a lack of timely resolution to the fire drill procedures, the first one being completed one month after the full inspection without clear recording of it or the involvement of the child.

Staff have not been provided with training in a timely way to impact how they can care for the child, prevent ongoing episodes of the child going missing from home or keep them safe. While there have been discussions on topics during team meetings, this is not adequate to upskill an entire staff team in a way that keeps the child safe and has a positive impact on their well-being.

Managers are not able to challenge the local authority effectively. They have not escalated concerns with the local authority in a timely way to promote the child's safety.

The use of restraint in the home has not been effective in safeguarding the child. Staff have not been able to include the child's views of restraints in the home.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/02/2025	Full	Inadequate

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 with the given timescales.

Requirement	Due date
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— understand and apply the home's statement of purpose; ensure that staff— understand and apply the home's statement of purpose; protect and promote each child's welfare; provide personalised plans that meet each child's needs, as recorded in the child's relevant plans, taking account of the child's background; make decisions about the child's day-to-day arrangements for each child, in accordance with the child's relevant plans, which give the child an appropriate degree of freedom and choice. (Regulation 6 (1)(a)(b) (2)(a)(b)(i)(ii)(iv)(ix)) This directly relates to the registered person ensuring that staff have clear direction and strategies to ensure that the child develops positive daily routines. In addition, the registered person must ensure that robust plans are in place for carers to fully understand the child's gaming and social media use to help them learn to be safe online.	10 April 2025

The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to achieve the child’s education and training targets, as recorded in the child's relevant plans; understand the barriers to learning that each child may face and take appropriate action to help the child overcome such barriers; help each child to understand the importance and value of education, learning, training and employment; promote opportunities for each child to learn informally; maintain regular contact with each child’s education and training provider, including engaging with the provider and the placing local authority to support the child’s education and training to maximise the child's achievement; help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible. (Regulation 8 (1) (2)(a)(i)(iii)(iv (v)(vi)(viii)) In particular, the registered person must ensure that a timetable of educational activities is implemented during the school day while the child is out of education. In addition, the registered person should challenge services effectively to ensure that the child returns to school as soon as possible.	10 April 2025
The health and well-being standard is that— the health and well-needs of the children are met; children receive advice; services and support in relation to their health and well-being; and	10 April 2025

children are helped to lead healthy lifestyles. (Regulation 10 (1)(a)(b)(c)) This directly relates to the registered person ensuring the child is supported to receive support for their individual health needs. In addition, the registered person should implement a plan to increase variety and healthier choices in the child's diet and structure mealtimes.	
* The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm; that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi)(vii)(b)(e))	16 April 2025

The registered person must take urgent action to work with the child and the local authority to understand and mitigate the risks to the child. In addition, the registered person must review the safety plan to ensure that staff understand what action they must take when the child is missing from home. The registered person must make clear and effective plans for returning the child to the home, which must be agreed with the local authority. The registered person must take immediate action to understand the child's missing behaviour and clarify what action staff must take to keep the child safe. Furthermore, if the safety plan is not being followed by all agencies this concern must be escalated. The registered person must also ensure that fire safety practice safeguards all staff and children and ensures that they know what to do in the event of a fire.	
*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 staff work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home;	16 April 2025

demonstrate that practice in the home is informed and improved by taking into account and acting on— research and developments in relation to the ways in which the needs of children are best met; and feedback on the experiences of children, including complaints received; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(f)(g)(i)(ii)(h)) The registered person must take immediate action to ensure that leaders and managers are in day-to-day control of the home and are present to support the staff to understand the needs of the child in their care. In addition, the registered person must take immediate action to ensure that staff have the skills to understand why the child is going missing from home and how this can be addressed effectively.	
The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. In particular, the standard at paragraph (1) requires the registered person to ensure— that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose. (Regulation 14 (1)(a)(b) (2)(a)) The registered person must ensure that when a child is admitted to the home this is done with careful planning and an exploration of how staff will meet their needs is completed.	10 April 2025

*These requirements are subject to a compliance notice.

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 2786775

Provision sub-type: Children's home

Registered provider: Collaborative Care Services Ltd

Registered provider address: 25 Pure Offices, Kembrey Park, Swindon, Wiltshire SN2 8BW

Responsible individual: Sanny Goronga

Registered manager: Post vacant

Inspector

Hannah Spencer-Townesend, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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