

2789927

Registered provider: Edmar Recruitment Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private provider. It provides care for one child with social and emotional difficulties.

The manager registered with Ofsted in November 2024.

Inspection dates: 1 and 2 April 2025

Overall experiences and progress of children and young people, taking into account	requires improvement to be 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	requires improvement to be good
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

There was one child living in the home at the time of this inspection. No children have moved out of the home since the home opened in December 2024. The child spoke to the inspector. The child has made progress in some areas. However, there are many areas in which the provider needs to make improvements to ensure that good quality care and management is provided.

Staff talk to the child about their health and lifestyle and have encouraged him to choose meals and do his own food shopping. Despite health concerns and dietary recommendations from health professionals for the child, staff do not consistently offer a balanced diet for the child. This could have a detrimental impact on their health and well-being.

Staff use consequences to help children understand and change their behaviour. However, some consequences are punitive. On some occasions, staff have cancelled big, planned activities that the child enjoys, as a consequence for behaviour. On another occasion, a child was prevented from going to the gym for their behaviour. This is despite this activity being beneficial to their health and well-being.

The child is due to move onto a semi-independent provision imminently, as set out in their care plan. Staff have spent time preparing the child both emotionally and practically, for independence. The child told the inspector that staff have helped to prepare him to move on. The social worker reported that the child has made positive changes since living at the home. However, they also shared the view that more could have been done with him to prepare him for independence.

The child's bedroom is decorated to their taste and liking. The child influences the decoration of the home. There are pictures of the child and staff placed around the home, giving it a homely feel.

The child told the inspector that he feels safe in the home as a result of the good relationships he has with most staff members. Records show a good level of engagement between staff and the child and regular meetings taking place. The child identified members of staff who they would talk to if they were worried or concerned.

Staff understand the importance of family time and what it means to the child. When safe and appropriate, the staff support the child to maintain links with those who are important to them.

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

The children's guide is child friendly and gives children a sense of what it is like to live at the home. The guide contains information to help children understand who to speak to if they are worried or if they need support outside the home. The child is aware of the complaint procedure and understands how to complain to external agencies if necessary. Ofsted has recently received a complaint from the child.

There are good safe recruitment practices. Staff are assessed as suitable before any appointment is confirmed. These procedures help to prevent unsuitable adults from working with children.

Staff take part in the organisation's mandatory safeguarding training. They are confident in their roles of reporting and escalating any child protection concerns. The staff understand the whistle-blowing policy.

There have been no physical interventions or missing-from-care incidents.

The child made an allegation against a member of staff. This was shared with external professionals. The leaders and managers said that the child was spoken to and supported following the allegation. The child said that this was not the case, and they did not know what the outcome was.

The effectiveness of leaders and managers: requires improvement to be good

The manager is suitably experienced and working towards a relevant level 5 diploma. She is supported by an experienced deputy manager.

The home's fire risk assessment was updated by an external professional in February 2024. The assessor recommended that the home's fire doors were fitted with a self-closing mechanism and that the fire doors were not propped open. Leaders and managers have not adhered to the fire safety advice. At the time of this inspection the fire doors remained propped open.

The staff undergo the organisation's mandatory training. Some staff hold a relevant level 3 qualification, and others are working towards this. Staff spoke positively about the home and the leaders and managers.

Staff benefit from regular team meetings and receive one-to-one supervision sessions. However, when one member of staff raised concerns about supporting a child, they did not receive an adequate response. The staff member was then involved in an incident that they struggled to manage. Following this incident, the child alleged that the staff member assaulted them. The lack of a timely response to the member of staff meant that potential opportunities to support the member of staff to meet the child's complex needs were missed.

Leaders and managers did not follow the correct procedures in notifying Ofsted of the allegation about a staff member. This impacted Ofsted's capacity to monitor the safeguards on this occasion.

Leaders and managers have developed good relationships with external professionals. Feedback is positive. One professional said, 'The staff are always open to learning and communication is good.' Feedback from the child is positive. They said that they get on well with the manager and responsible individual. During the inspection, positive interactions were observed between the manager and the child. The child values and enjoys time with the manager.

Leaders and managers were aware of some of the issues identified in this inspection and have put plans in place to address them.

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 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— 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. (Regulation 12 (1) (2)(a)(v)(vi)) In particular, ensure that children are supported after making allegations against staff and that they understand the outcomes of an investigation.	12 July 2025
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— 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; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(f)(h))	12 July 2025

In particular, ensure that action is taken to support staff practice when they face challenges that impact the quality of care provided to children.	
The care planning standard is that children— have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that each child’s relevant plans are followed; (Regulation 14 (1)(b) (2)(c)) In particular, ensure that children are provided with a balanced diet that supports their health and independence.	12 July 2025
The registered person must prepare and implement a policy (“the behaviour management policy”) which sets out— how appropriate behaviour is to be promoted in the children’s home; and the measures of control, discipline and restraint which may be used in relation to children in the home. The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the effectiveness and any consequences of the use of the measure. (Regulation 35 (1)(a)(b) (3)(a)(vii)) In particular, ensure that all consequences are scrutinised to assess the impact on children and to ensure that they are not used as a punitive measure.	12 July 2025
The registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there. (Regulation 40 (4)(C))	12 July 2025

Recommendations

- The registered person should ensure that the children's home complies with relevant health and safety. In particular, the registered person should ensure that matters identified in the fire risk assessment are rectified without delay. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

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: 2789927

Provision sub-type: Children's home

Registered provider: Edmar Recruitment Services Limited

Registered provider address: 164 Bedford Road, Kempston, Bedford, Bedfordshire
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Responsible individual: Edgar Makombe

Registered manager: Maria Enock

Inspector

Anver Rose, Social Care Inspector

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