

2793863

Registered provider: Collaborative Care Services Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private provider and registered with Ofsted on 24 June 2024. The home provides care for one child with emotional and/or social difficulties.

At the time of this monitoring visit, one child was living in the home. They were not at home during the visit.

The new manager has applied to register with Ofsted.

Inspection date: 2 January 2026

This monitoring visit

Following an assurance inspection on 18 November 2025 and a return visit on 12 December 2025 to gather additional evidence, serious and widespread concerns were identified in relation to the care and protection of the child living at the home. As a result, a compliance notice was issued under regulation 12 of The Children's Homes (England) Regulations 2015. The purpose of this monitoring visit was to review the effectiveness of the actions taken by leaders and managers to address the shortfalls that were outlined in the compliance notice.

Since the last inspection, the child's bedroom has been maintained to a higher standard of cleanliness. The room has been redecorated in a colour of the child's choice, new storage furniture has been provided, and the bedding has been replaced. There are no items in the child's bedroom that place them or others at risk of harm.

Suitable safety measures are now in place to monitor and reduce the risk of fire. Staff have explained to the child the risks associated with smoking in the home and the child has been involved in the weekly fire safety checks carried out by staff. As a result, the child is no longer smoking in the home because they understand the significant risk that this poses. Although delayed, fire drills have been used to

demonstrate that the child and staff can safely evacuate the building when the fire alarm sounds.

Staff clearly explain to the child the risks and health implications of smoking cannabis. The child has access to the information and services that they need to make healthier choices. However, staff have been unable to succeed in stopping the child from smoking the drug.

Room searches are carried out when staff consider that the child may be at increased risk of harm due to access to hazardous items. However, the effectiveness of these searches is variable. Although staff have removed some harmful items, the child obtains the items again from other sources. Staff also carry out room searches when they are aware that the child has the harmful items on their person. This does not reduce the immediate risk and leads to confrontation between staff and the child. As a result, opportunities to work collaboratively with the child to promote safer choices are hindered.

Physical restraint has been used once since the last inspection to prevent harm to others. The restraint was brief, proportionate and necessary. Following this incident, the child left home in a distressed state. Staff followed the child but lost sight of them. Staff implemented the missing-from-home procedures and the child returned home after 2 hours. Following this incident, staff repaired their relationships with the child and supported them to reflect on what happened and consider how they could respond differently in the future.

When police visited the home to help search for the child after they had been reported missing from home, they found a kitchen knife that had been identified as missing from the home the previous month. At the time the knife went missing, staff could not establish what had happened to it and it was not found during several searches of the home. Concerns that a knife was missing were shared with the relevant agencies and robust procedures were implemented to prevent similar issues from happening again.

The discovery of the knife highlights the significant risks that the child and others are exposed to. Although the police and staff shared their concerns with the child, it is unclear how effectively these discussions help to inform the child's decision-making. Furthermore, leaders and managers did not notify Ofsted that the knife had been located. Leaders and managers do not always understand, assess and respond to risk effectively.

There has been one known incident of an unknown individual selling drugs near the home. Staff followed the agreed safety plans and provided helpful intelligence to the police. However, the continuation of drug-related activity taking place close to the home raises serious and ongoing concerns about the location's safety. Leaders and managers did not notify Ofsted of this significant incident.

Leaders and managers have supported staff to develop their skills and knowledge so that they are better able to meet the child's needs and help them to stay increasingly safe. Staff recognise the increased support that they are receiving and report feeling more confident when responding to the risks that are posed to the child. Although the quality of the guidance available to staff has improved, it is not always clear how staff should respond when presented with reasonably predictable challenges.

Sufficient action has been taken to meet the points raised in the compliance notice. In addition, the requirement relating to fire safety has been met. However, continued actions and improvements are needed to meet the other requirements that were raised at the last inspection. A further requirement has also been set to ensure that leaders and managers understand and fulfil their responsibilities to notify Ofsted of significant incidents in the home that relate to the protection, safeguarding and welfare of the child living there.

Ofsted will continue to monitor the home. There are plans for the child to move out of the home imminently and leaders and managers are working with the multidisciplinary team to support the placing authority to find a suitable home for the child to move to. Leaders and managers have shared significant concerns about the child's safety, so that these can be considered when identifying a new home for the child.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/07/2025	Full	Requires improvement to be good
03/12/2024	Full	Requires improvement to be good

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— 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; 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 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. (Regulation 12 (1) (2)(a)(i)(iii)(v)(vi)(b)) In particular, the registered person must ensure that staff take consistent and effective action to support the child to make safer choices and reduce the risk of harm. Furthermore, the decisions that are made about the child's care must promote their welfare and be in their best interests. Staff must follow safety plans, prevent access to harmful items and promote safe boundaries effectively.	1 January 2026

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— 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; 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)(b)(c)(f)(h)) In particular, the registered person must ensure that staff have the skills and experience required to follow safety plans consistently and effectively. Furthermore, safety plans must be detailed and helpful for staff, clearly outlining the actions that staff must take to reduce risk and prevent harm to the child. Secondly, the registered person must ensure that written records are accurate and reflective of the support that the child receives. Records must allow the registered person to review and evaluate staff's actions so that learning can be identified to inform and improve practice.	27 February 2026
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; and an understanding about acceptable behaviour. In particular, the standard in paragraph (1) requires the registered person to ensure—	27 February 2026

that staff— meet each child’s behavioural and emotional needs, as set out in the child’s relevant plans; help each child to develop socially aware behaviour; communicate to each child expectations about the child’s behaviour and ensure that the child understands those expectations in accordance with the child’s age and understanding; help each child to understand, in a way that is appropriate according to the child’s age and understanding, personal, sexual and social relationships, and how those relationships can be supportive or harmful; and help each child to develop the understanding and skills to recognise or withdraw from a damaging, exploitative or harmful relationship. (Regulation 11 (1)(a)(b) (2)(a)(i)(ii)(v)(vi)(vii)) In particular, the registered person must ensure that the child is provided with healthy routines, structure and boundaries. The child must be supported to develop positive aspirations for the future and take action to work towards their goals.	
In meeting the quality standards, the registered person must, and must ensure that staff— seek to involve each child’s placing authority effectively in the child’s care, in accordance with the child’s relevant plans; seek to secure the input and services required to meet each child’s needs; if the registered person considers, or staff consider, a placing authority’s or a relevant person’s performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child’s needs are met in accordance with the child’s relevant plans; and seek to develop and maintain effective professional relationships with such persons, bodies or organisations as	27 February 2026

the registered person considers appropriate having regard to the range of needs of children for whom it is intended that the children's home is to provide care and accommodation. (Regulation 5 (a)(b)(c)(d))	
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— ensure that staff— provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background; help each child to understand and manage the impact of any experience of abuse or neglect; help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult; provide to children living in the home the physical necessities they need in order to live there comfortably; provide to children personal items that are appropriate for their age and understanding; and make decisions about the 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)(b)(iv)(v)(vi)(vii)(viii)(ix)) In particular, the registered person must ensure that staff support the child to maintain their bedroom to a good standard of cleanliness. Suitable furniture and storage must be provided to help the child to keep their bedroom tidy.	27 February 2026

The registered person must notify HMCI and each other relevant person without delay if—

- a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation;
- an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious;
- there is an allegation of abuse against the home or a person working there;
- a child protection enquiry involving a child —
- is instigated; or
- concludes (in which case, the notification must include the outcome of the child protection enquiry); or
- there is any other incident relating to a child which the registered person considers to be serious.

(Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))

27 February 2026

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: 2793863

Provision sub-type: Children's home

Registered provider: Collaborative Care Services Limited

Registered provider address: 40 Pure Offices, Kembrey Park, Swindon SN2 8BW

Responsible individual: Sanny Goronga

Registered manager: Post vacant

Inspector

Martin Brown, Social Care Inspector

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