

2793863

Registered provider: Collaborative Care Services Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

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

At the time of the inspection one child was living in the home. The inspector met with the child.

The new manager has applied to be registered with Ofsted and holds a level 5 qualification.

Inspection dates: 8 and 9 July 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	requires improvement to be 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: 3 December 2024

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

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

Inspection judgements

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

Since the last inspection, the child left the home and at their own request was supported to move back to live in the home once again. The child has settled well and made positive progress in many aspects of their life. However, the safeguarding arrangements and leadership and management systems in the home require improvement. Consequently, this has had some negative impact on the child's overall experiences of living in the home.

Staff promote and encourage the child to do well in education. Staff supported the child to sit their GCSE examinations, apply for a college course and explore an apprenticeship in the child's chosen vocation. The child has also been supported to write their curriculum vitae and use it to apply for part-time work in the local area. This has helped the child to feel a sense of accomplishment and boosts their self-esteem.

Staff understand the importance of supporting the child's physical and mental health needs. Staff work closely with external health and wellbeing professionals and support the child to attend their weekly appointments. This helps to ensure that the child receives consistent and regular therapeutic support that positively aids their emotional wellbeing and improves their health.

The child has formed positive relationships with the staff and they trust them. Staff take time to listen to the child and have delicate conversations with them around some very emotional and sensitive topics. Staff offer reassurance to the child, allay any concerns and help the child feel respected and valued. The child said that staff are non-judgemental, are very forgiving and that they feel staff really do care about them.

Staff understand the importance the child places on spending meaningful time with their family and friends. Staff are aware of the positive and negative impact this can have on the child's well-being. Staff work with professionals and relatives to help ensure that the child continues to enjoy valuable safe time with their loved ones.

How well children and young people are helped and protected: requires improvement to be good

The child said they feel safe living in their home, that they can share their worries with staff and staff help them. Staff know the child well and can identify when the child may need support quickly to help manage their emotions safely and try to prevent situations escalating to a point where the child could be at risk. When this has been unsuccessful and incidents have occurred, staff have not always taken appropriate action to keep the child or others safe and protected from harm. Instead, staff call the police to help manage the child's behaviour. This places the child at risk of criminalisation. While records do thoroughly detail the incident, the managerial oversight is not always

effective, staff debriefs rarely take place to check their wellbeing and reflect on practice and the child is not always spoken with about the event.

Staff know the child's individual vulnerabilities and have a good understanding of the risks associated with each of them. Staff work proactively with a substance misuse worker who visits the home, and this has been effective in helping the child to significantly reduce their substance misuse. Risk assessments are thoroughly recorded and regularly reviewed. This ensures that information is up to date and clearly sets out exactly what action staff need to take to address the child's current risks and help keep them safe.

Staff are aware of the significant risk the child is exposed to when they go missing from the home. Staff promptly follow a clear protocol to minimise the risk of harm and help ensure the child returns home safely. The incident reports are detailed and child focused. However, the manager does not always review each incident to ensure any lessons learned are shared, whether any additional training is required or to identify if staff practice needs to be changed to help better protect the child in the future.

When concerns are raised by the child about staff, leaders and managers act promptly to protect the child and keep them safe. Staff have effective links with the local authority and their designated officer and alert them when any allegations are made. The child is listened to, believed, and their voice used to inform the thorough investigation that takes place. Leaders and managers ensure action is taken to ensure safety until a conclusion is reached.

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

Management oversight of the home is not always effective. The manager has not always taken sufficient action to identify, understand and address shortfalls in staff practice that could have a significant adverse impact on the child.

The home development plan includes some actions to improve the life of the child they support. The child has a say in how they are cared for and improvements made within the home. The child said the manager is very caring, talks to them constantly, checks how they are and listens to their point of view.

The manager ensures that plans for the child identify the child's needs and how staff can best support them. Plans reflect the local authority placement plan and are regularly updated to consider any changes that occur. The child centred plans clearly detail their achievements and highlight the progress the child is making alongside plans for their future aspirations.

The home is fully staffed, providing consistency to the child and helping to meet their needs. Staff receive regular and effective supervision sessions that focus on the child's progression alongside their own wellbeing. There has been an emphasis on providing additional training to help staff develop their knowledge and skills.

The manager has built effective positive working relationships with external agencies. Leaders and managers advocate for the child to ensure that everyone is focused on keeping the child safe and supporting them to continue to make progress and experience positive outcomes. Professionals are positive about the home. A social work manager remarked that communication is a real strength of the home, and the staff are quick to get in touch and keep them informed and updated when incidents occur.

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 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; 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)(a)(f)(h)) In particular, the registered person should ensure that robust monitoring systems are in place that support them to evaluate and improve the effectiveness of the care and support that is provided to children.	9 October 2025

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: 2793863

Provision sub-type: Children's home

Registered provider: Collaborative Care Services Limited

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

Responsible individual: Sanny Goronga

Registered manager: Post vacant

Inspector

Gary Turney, Social Care Inspector

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