

2794124

Registered provider: Linden Oak Homes Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care for up to two children who experience social and emotional difficulties.

There was one child living at the home at the time of this inspection, who spoke with the inspector.

The home registered with Ofsted on 12 August 2024. The first child moved into the home in December 2024.

Inspection dates: 3 and 4 February 2025

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: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

The child receives good-quality care from staff who understand their needs and vulnerabilities. The child's plans and records are child-centred and detailed, reflecting their individual support needs. The child is developing trusting relationships with staff, which has helped them to settle into the home.

The child is making good progress. This includes developing their understanding of how they can manage their behaviour in a positive way, not going missing from the home and re-engaging with education. There has been some inconsistency in the child's engagement with education, but staff are creative in how they have supported this. For example, staff put in place activities which incorporate science, maths and English, which works for the child's learning style. Staff have also worked closely with other professionals to identify the right school for the child.

Staff ensure that the home is warm and welcoming. The child is supported to see and spend time with people who are important to them, in the home and community when possible.

Staff encourage the child to engage in activities to build social skills and develop their interests. The child has been reluctant to engage in planned activities in the community. Leaders have engaged a mentor to help them overcome this, so they can broaden their social opportunities.

The child is supported to share their wishes and feelings, and staff capture these in key-work sessions and children's meetings records. The child participates in planning their activities for the week as well as the weekly menu.

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

Staff understand the child's vulnerabilities and needs well. They recognise behavioural triggers early and manage these well to reduce any escalation of behaviours. This helps the child to stay settled. This information and strategies are captured in risk assessments and behaviour support plans which are regularly reviewed.

Staff have received relevant training in risk management and safer caring, including de-escalation techniques. This has been effective as there has only been one incident since the child moved in, which staff managed well.

Staff use key-work sessions as opportunities to address risky behaviour. This gives the child time to share their views about their behaviour and gives staff an opportunity to continue to review and assess their strategies to protect them.

Staff work in line with the home's model of care. They work collaboratively with the home's psychologist to identify key-work topics to address risk or needs. Leaders and managers have given careful thought to how sessions with the psychologist can be as meaningful as possible. As a result, the psychologist works on shift like all staff and engages the child in activities they enjoy.

The child has settled well in the home. External professionals and family members praise the staff for the work they are doing with the child. External professionals say that as a result of the child feeling safer, they are showing more positive attitudes and behaviours.

The effectiveness of leaders and managers: good

The registered manager and the responsible individual are both passionate about the care that is provided to the child in their care. Leaders and managers know the child well and show insight, empathy and understanding towards them. This role modelling is reflected in how the staff support the child.

Leaders and managers completed a largely comprehensive review of the child's needs before they moved into the home. Despite this full assessment, the knowledge and training of staff was not fully included in this assessment when considering how staff could meet the child's needs.

Staff are provided with ongoing training and a comprehensive induction. This includes shadowing other staff to support their professional development. Leaders and managers also provide training when they identify gaps in staff knowledge or practice. Staff are receiving regular group supervision and attend team meetings. These provide opportunities to discuss the child's progress and reflect on staff practice. However, staff are not receiving individual supervision in line with the provider's policy. There are plans in place for this to be addressed.

Staff said that, despite being a new team, they believe that the child is receiving good-quality care. Most staff spoken to feel well supported by managers and describe the home as a 'home from home'. Despite this, during the inspection, a complaint was made to the inspector that highlighted that some staff lacked confidence in raising concerns with leaders and managers. Although there were no safeguarding concerns identified in the complaint, some leaders were unaware of the provider's whistle-blowing procedure and some staff do not have confidence in the confidentiality of this process.

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

Recommendations

- The registered person should ensure that all staff are familiar with the home's internal whistle-blowing procedures and ensure that staff can raise concerns or complaints confidentially. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.9)
- The registered person should consider the skills and training of staff when considering children's needs before they move into the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 56, paragraph 11.4)

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: 2794124

Provision sub-type: Children's home

Registered provider: Linden Oak Homes Ltd

Registered provider address: 112 Morden Road, London SW19 3BP

Responsible individual: Ramona Moldovan

Registered manager: Bennieta Adu-Owusu

Inspector

Salean Bryant, Social Care Inspector

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