

2803005

Registered provider: Bear Care 1 Limited

Full inspection

Inspected under the Social Care Common Inspection Framework

Information about this children's home

This home is owned by a private organisation. It provides care for up to four children who may have experienced trauma or have social and emotional difficulties. Two children were living at the home at the time of the inspection.

The manager registered with Ofsted at the same time that the home was registered on 29 January 2025.

Inspection dates: 23 and 24 July 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 applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Inspection judgements

Overall experiences and progress of children and young people: good

Since registration, two children have moved into the home. Both children were present during the inspection and spoke to the inspector.

Staff help children to feel welcome when they move into the home. The manager and staff work with past carers to understand children's needs before they move in. As a result, both children had a good experience of moving into the home.

Staff support and encourage children to engage with their learning. This includes listening to children's views and advocating for changes to education plans based on children's experiences and needs. One child was not in education when they moved in. Staff supported the child to access tutoring at the home. This did not work for this child and a new plan was agreed to find a specialist school. The staff support the child to access online learning.

Staff use a therapeutic, informed approach to make sense of children's past experiences and trauma. This understanding informs staff's approach. Staff develop positive relationships with both children. They talk about children with pride, compassion and empathy. One social worker said that their child had strong relationships with staff and are gaining trust in adults, and that this was an 'amazing' progress for this child. These positive relationships are helping children to gain trust and increase their safety and well-being.

Both children moved into the home with court restrictions to keep them safe. Leaders and managers attend multi-agency meetings to discuss care plans and address concerns. One child has made significant progress and no longer requires these restrictions. Despite restrictions for one child, staff continue to offer activities in the community. The staff ensure that the child's privacy and dignity are respected.

Staff help children to explore their interests. One child is being supported to try gymnastics, and another has been helped to attend a youth club. Staff are encouraging one child to start police cadets. Staff are helping children to overcome personal barriers to trying new experiences and support children at their own pace.

Children like their living spaces. They have access to a spacious garden and enjoy bouncing on the trampoline, using the swings and punch bag. Children said that they like the staff, they feel heard and know who they can share any worries or complaints with. One child made a complaint about the staff rota. They were listened to, and the issue was resolved the following day.

Staff are ensuring that children's health needs are met by making appropriate referrals and helping them to attend appointments.

The manager and staff build positive relationships with children's families. They support children's visits to see their family. Children have been able to see family members that they had not seen for a long time.

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

Staff understand children's individual complex needs. Children have personal plans to guide staff in how to respond to children's individual needs. Staff know what to do when children experience distress. The staff have close working relationships with wider professionals to ensure that children's emotional and physical safety is prioritised. When children experience distress, the staff seek professional help. The staff offer calm support and explore healthier coping strategies. This helps children build positive relationships that help them feel more settled.

Staff manage incidents well. Both social workers said that they were very happy with the children's care and that staff communicate well with them to manage needs. Following any incidents, children and staff are given the opportunity to reflect. Strategies to prevent similar situations are explored. When new concerns occur, the manager provides a dynamic assessment.

At times, police have been needed to help respond to incidents. This has not led to criminalisation of the children. External professional working relationships are positive. The staff rarely use physical intervention. Staff said that the children are learning better ways to manage their emotions and express themselves.

Missing-from-home incidents were a longstanding and significant concern for both children. Since moving in, these incidents have significantly reduced. Staff always follow children and help them to return safely and quickly. This indicates that children feel more settled.

There have been some allegations about the staff. Children have been listened to, and appropriate action has been taken to ensure children's safety. On one occasion, there was a delay in informing Ofsted. Although appropriate action was taken at the time, the delay meant that Ofsted's external oversight was limited.

The effectiveness of leaders and managers: good

The home is managed by a permanent registered manager who has her level 5 qualification. She is supported by a deputy manager. Both managers have formed very good relationships with the children.

The manager models a therapeutic approach, and this helps to embed the model of practice at the home. A significant number of staff were overwhelmingly positive about the ethos, training and management support. They feel that their ideas are heard and that managers are available and approachable.

Managers evaluate staff practice, support staff and look at what might be behind children's challenges. Staff receive debriefs that encourage their reflection and learning. This helps to provide consistent care that is adapted to the children's needs.

The manager values the independent person and the opportunity for different perspectives. This helps to improve the home.

Feedback from professionals highlighted excellent communication. Managers keep professionals updated and attend all relevant meetings to discuss children's needs and plans. Managers are persistent in seeking as much information as possible about children's past experiences.

The statement of purpose has been updated. However, this has not been shared with Ofsted since the home opened.

The quality of recording is variable. Sometimes, it is unclear who did what and when. This has the potential to undermine the manager's ability to review the quality of care and the support that children receive.

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 registered person must— keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (3)(a)(b))	25 August 2025

Recommendations

- The registered person should ensure that they have a system in place so that all serious events are notified, within 24 hours, to the appropriate people. ('Guide to the Children's Homes Regulations, including the quality standards', page 63, paragraph 14.13).
- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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: 2803005

Provision sub-type: Children's home

Registered provider: Bear Care 1 Limited

Registered provider address: Suite 22, The Ongar Business Centre, The Gables, Ongar, Essex CM5 0FE

Responsible individual: Seonaidh O'Neill

Registered manager: Uwaila Efiannayi

Inspector

Carrie Twinn, 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
W: www.gov.uk/ofsted

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