

2808791

Registered provider: Cambian Childcare Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned. It provides care for up to 5 children with ongoing mental health difficulties who may be unable to live in the community without continued support.

At the time of this visit, 2 children were living at the home.

The manager registered with Ofsted in March 2025, when the home opened.

There is a separately registered school on site. The inspectors only inspected the social care provision.

Inspection date: 23 March 2026

This monitoring visit

During an assurance inspection on 9 February 2026, serious and widespread concerns were identified. As a result, compliance notices were served under regulation 12 (the protection of children standard), regulation 13 (the leadership and management standard) and regulation 11 (the positive relationships standard). A notice restricting accommodation was also served, meaning that no further children could move into the home.

The purpose of this visit was to ensure compliance with the notice restricting accommodation and to explore how leaders and managers have addressed the steps in the compliance notices.

Leaders and managers have worked diligently to improve the quality of care provided to children. Managers have strengthened the support they provide to staff. Records indicate that staff are more attuned to children and can support them in a sensitive manner. Several incidents involve staff intervening earlier and telling children that they care about them and want to keep them safe. This has helped

children feel more comfortable talking to staff about how they are feeling. During one incident, the responses from a staff member resulted in a child handing over an item that could have potentially caused harm.

Management oversight has improved. The manager is supported by a senior manager. Together, they ensure that they contribute to all documents produced by staff. This approach means that shortfalls are more easily identified and addressed promptly.

The records of physical intervention are clear and include all the necessary information. Managers reflect on incidents and review the actions that can be taken. Leaders and managers have considered the appropriateness of the measures that have been used during restraints.

Supervision sessions now take place regularly. The template for supervision notes includes sections to explore children's behaviour and how it relates to their lived experiences. Staff are also encouraged to explore incident reports they have written and how they have used the therapeutic model. When staff have demonstrated ineffective practice or poor decision-making, managers have provided them with specific supervision sessions to address the concerns. Minutes from these sessions demonstrate the script used by managers to address the concerns. As a result, there is no record of the two-way, reflective dialogue during these sessions.

Staff are better able to take accountability for their own ineffective decisions. In one incident, a child seriously assaulted a staff member. Each staff member involved has reflected on the incident and accepted responsibility for the actions they could have taken differently to better manage the situation. As a result, staff are more equipped to learn from their mistakes.

Children at the home have complex needs. One child demonstrated extreme distress by displaying self-injurious behaviour. The staff responded with sensitivity and empathy, ensuring that they sought appropriate medical attention. They advocated for the child with medical professionals after they noticed subtle changes in the child's mood. This helped the child understand the situation better. During this period, the child made a comment suggesting suicidal ideation. Staff responded to this comment at the time; however, they failed to appropriately follow up with the child the next day. This is a missed opportunity to understand the child's feelings and does not ensure that appropriate strategies are in place to support the child going forward.

Leaders and managers consult children about their care. Children provide managers with guidance on how they wish to be supported, and managers take this information into account. Managers change strategies informed by children's consultation when it becomes clear that they are ineffective. Managers communicate these changes to staff via email. However, children do not always receive communication about these changes. This is especially problematic due to children's needs relating to neurodiversity.

Similarly, leaders and managers have not always helped new staff understand expectations of observation levels. One staff member provided verbal checks to a child; however, the child should have been checked on visually. The child has needs relating to neurodiversity, and their perceived change in the strategy intended to keep them safe caused them anxiety. The child lodged a complaint, which has been investigated effectively, and the managers and staff involved apologised to the child. However, these inconsistencies have led to children being surprised and confused when staff respond to them in a different way. Leaders have failed to ensure that clear direction for observing and supporting children is captured in risk assessments, and changes have not been communicated to the relevant individuals.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/08/2025	Full	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 with 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; take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1) (2)(a)(i)(vi)) Ensure that staff are skilled at recognising safeguarding matters and taking appropriate action when they occur. Ensure that risk assessments contain thorough and up-to-date information about known risks and vulnerabilities and provide staff with clear guidance and instructions on how to keep children safe. This requirement is restated.	1 May 2026
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—	1 April 2026

understand and apply the home's statement of purpose; ensure that staff— understand and apply the home's statement of purpose; treat each child with dignity and respect; provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background. (Regulation 6 (1)(a)(b) (2)(a)(b)(i)(iii)(iv)) Ensure that the service provided is in line with the statement of purpose, including comprehensive therapeutic interventions using the models that have been outlined. Staff should be trained in these models, and plans should incorporate their use. Ensure that psychiatric and psychological formulations, advice, assessments and reports are integrated into care plans and risk assessments and ensure that staff understand them. Ensure that preferred pronouns are used throughout care plans and that these are embedded in staff's vocabulary when talking about the children to others. This requirement is restated.	
The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to achieve the child's education and training targets, as recorded in the child's relevant plans. (Regulation 8 (1) (2)(a)(i)) Ensure that every child has an up-to-date, individualised education plan that accurately reflects their specific educational and learning needs and provides clear guidance for staff on how to support them.	1 April 2026

This requirement is restated.	
The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— achieve the health and well-being outcomes that are recorded in the child’s relevant plans. (Regulation 10 (1)(a)(b) (2)(a)(i)) Ensure that every child has an up-to-date, individualised health plan that accurately reflects their specific health needs and provides clear guidance for staff on how to support them. This requirement is restated.	1 April 2026
A responsible individual must— have the capacity, experience and skills to supervise the management of the home, or the homes, in respect of which the responsible individual is nominated. Ensure that the responsible individual provides appropriate oversight and scrutiny to support staff and managers to improve safeguarding practice. (Regulation 26 (7)(b)) This requirement is restated.	1 April 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: 2808791

Provision sub-type: Children's home

Registered provider: Cambian Childcare Limited

Registered provider address: 4th Floor Parkview, 82 Oxford Road, Uxbridge UB8 1UX

Responsible individual:

Registered manager: Beverley Marshall

Inspectors

Hannah Phillips, Social Care Inspector
Jess Baines, Social Care Inspector

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