

2820418

Registered provider: Eden Children's Care Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private provider and provides care for up to 2 children with learning disabilities.

There were 2 children living at the home at the time of this inspection. The inspector spoke to both children.

There has been no registered manager in post since the previous registered manager resigned in September 2025.

Inspection date: 16 February 2026

Date of last inspection: 22 July 2025

Judgement at last inspection: good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The Inspector has looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

The registered manager has resigned. There is an interim home manager and an operational manager in place who have been providing managerial oversight of the home and support for staff. The provider has been unable to identify a manager who meets the requirements to fulfil the role of the registered manager.

Children remain settled living in the home and continue to make positive progress. Staff effectively use additional communication methods such as picture exchange communication system and Makaton symbols. One child's speech has improved significantly, they are using a wider range of words and speaking more clearly.

The home environment is warm and welcoming. Leaders and managers ensure that the home is well maintained and thoughtfully personalised with photographs of the children and staff. Children's bedrooms reflect their individual interests and preferences, with themed decor and painted wall murals of their favourite characters. This creates a homely, nurturing space where children feel valued and comfortable.

Staff have a thorough understanding of each child's needs and associated risks. They use a consistently calm and nurturing approach, which helps children feel safe and settled. When children become unsettled, staff respond sensitively and support them to regulate their emotions effectively. Children seek reassurance from trusted adults and staff effectively use alternative communication methods to understand and respond to children's views.

Leaders and managers provide reflective and evaluative oversight of all incidents. Each incident is reviewed promptly, enabling them to identify learning points and areas for improvement in staff practice. They discuss these findings with staff to support continuous development and ensure that practice remains safe, consistent and responsive to children's needs.

Leaders and managers have effective systems in place to monitor the quality of care provided to children. They complete monthly audits that review staff practice, children's progress and any incidents. When areas for development are identified, additional training is sourced to support staff in continually improving their skills and practice.

Staff understand the actions they must take if they have concerns about other staff's practice. They feel confident to speak openly and transparently with leaders and managers, sharing their views without hesitation. Staff know that their concerns will be listened to and acted on appropriately, which promotes a culture of accountability and safeguarding. However, when allegations are made against a member of staff, leaders and managers do not always notify the regulator within the required timeframes.

The home has a stable, permanent staff team that provides children with consistent, reliable care. Agency staff are not used. Any gaps in the rota are covered by staff from another home within the company, or by regular bank staff, ensuring continuity of relationships and routines. As a result, children experience consistent care from staff who know them well.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/07/2025	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 within the given timescales.

Requirement	Due date
The registered provider must appoint a person to manage the children's home if— there is no registered manager in respect of the home; and the registered provider— is an organisation or a partnership; does not satisfy regulation 28; or is not, or does not intend to be, in day-to-day charge of the home. If the registered provider appoints a person to manage the home, the registered provider must, without delay, give HMCI notice of— the name of the person so appointed; and the date on which the appointment takes effect. (Regulation 27 (1)(a)(b)(i)(ii)(iii) and (2)(a)(b))	27 April 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;	27 April 2026

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))

Specifically, leaders and managers must notify the regulator
without delay whenever allegations are made against a
member of staff.

Children's home details

Unique reference number: 2820418

Provision sub-type: Children's home

Registered provider: Eden Children's Care Limited

Registered provider address: Suite G30 Genesis Centre, Innovation Way, Stoke-On-Trent, Staffordshire ST6 4BF

Responsible individual: post vacant

Registered manager: post vacant

Inspector

Sarah Probert, Social Care Inspector

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