

2825137

Registered provider: Eden Children Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home registered with Ofsted in March 2025 and is privately owned. It provides care for up to 3 children who may experience social and emotional difficulties.

At the time of this inspection, one child was living in the home. The child was seen during the inspection but did not wish to provide feedback about the home.

There has been no registered manager in post since October 2025.

There has been no responsible individual in post since March 2026.

Inspection dates: 3 and 4 June 2026

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	inadequate
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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: 29 July 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/07/2025	Full	Good

Summary of findings

Since the first inspection of the home, the registered manager has left the organisation, leaving the team without a manager for a period. A new manager applied to register in February 2026 and has since provided consistent leadership; however, the positive changes she is implementing are not yet fully embedded. There have also been changes in the senior leadership team, and the current oversight provided by senior leaders remains insufficient.

Children benefit from a welcoming home environment, effective educational support, and improving direct work. However, minor maintenance issues persist. Staff understand children's health needs and promote positive routines.

Safeguarding has improved under the new manager; however, there were previously gaps in professional curiosity, reporting, and the handling of complaints.

Leadership is inadequate due to instability, a lack of consistent oversight, and previous shortfalls in recruitment, training and whistleblowing practices. Although improvements are underway, they are not yet fully embedded.

Inspection judgements

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

Planning and compatibility assessments before children move into the home together have not always been sufficiently robust. There is limited evidence of effective risk assessment or planning before 2 children moved into the home. As a result, their relationship was not always well managed. Improvements have since been made, including the introduction of more structured safety planning.

One child has moved out of the home. Their move was well planned and supported, and staff have helped this child to thrive in their new home.

Children benefit from a welcoming and comfortable home environment. However, there are some minor maintenance issues that require attention, including a damaged bedroom door and damage to the bathroom ceiling. These detract from an otherwise homely setting.

Staff promote children's education effectively. The child currently living in the home was previously out of education; through consistent encouragement and support, staff have helped to improve their attendance and engagement. A child who has since moved on was also supported to make measurable progress in school.

Staff demonstrate a sound understanding of children's physical and mental health needs. Appropriate referrals are made to specialist services, ensuring that support is well coordinated and responsive.

Staff actively promote and support children to meet their basic care needs, including encouraging improvements in personal hygiene and healthy eating.

The quality of direct work with children has improved. Records demonstrate that staff engage sensitively with children on a range of important topics. Direct work with one child, focusing on emotional regulation, was particularly well planned and effective. However, practice has not been consistently strong. Some earlier records reflect a lack of empathy in staff interactions. Notably, following an incident in which a child was assaulted by a peer, staff placed undue responsibility on the victim. Furthermore, the manager at that time failed to recognise or challenge this poor practice. This represents a significant shortfall in how children's experiences were understood and responded to.

Staff are supportive of children's gender identity. However, correct pronoun use is not always applied consistently.

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

The new manager has improved oversight of safeguarding practice. Recent incidents have been managed and reviewed appropriately, and learning is beginning to be embedded through team meetings and training. Staff now have a clearer understanding of their safeguarding responsibilities. However, children have previously experienced an inconsistent approach to their safety.

Staff have not always demonstrated sufficient professional curiosity regarding children's risks and experiences. On one occasion, a child disclosed an emerging risk relating to alcohol misuse, which was not followed up by staff. On another occasion, a child sustained minor injuries during an incident, but there is no evidence that they were offered medical attention or supported to consider making a police complaint. This represents a missed opportunity to enhance children's safety.

Staff have not reported all serious incidents to Ofsted. For example, one incident in which a child was the victim of an assault was not reported to the regulator. This limits the effectiveness of external scrutiny.

Complaints and allegations have not always been managed effectively. Records relating to one allegation are incomplete, with only an outcome letter available; therefore, there is no evidence of a clear or thorough investigation process. In another case, senior managers did not share information with the manager effectively or act promptly to progress an investigation, resulting in delays. Children have not consistently been informed of the outcomes of their complaints.

Safer recruitment processes have not consistently met regulatory requirements. Although these issues have now been addressed by the current manager, previous shortfalls could have placed children at risk.

The effectiveness of leaders and managers: inadequate

There has been significant instability in the leadership and management of the home, with multiple changes in management since the last inspection.

A senior leader has been subject to serious allegations. These concerns were initially raised through an external professional network. The manager subsequently commissioned an independent investigation, during which staff reiterated these concerns. However, staff did not follow whistleblowing procedures to raise their concerns at an earlier stage, demonstrating a limited understanding of their reporting responsibilities.

Staff continue to lack confidence in whistleblowing procedures. Some are unclear about external reporting routes, including the distinction between Ofsted and the local authority designated officer. This lack of clarity may prevent concerns from being raised appropriately and undermines a culture of transparency. The manager has arranged further training to develop staff confidence, skills and knowledge.

Staff have not consistently received effective support. Before the current manager was appointed, staff reported feeling 'lost' and lacking clear direction. This has contributed to inconsistent practice and some weak safeguarding responses. The current manager has a comprehensive understanding of the shortfalls in practice and is implementing a structured action plan to drive improvement; however, these changes are not yet fully embedded.

Management oversight of staff practice has historically been inconsistent in both quality and effectiveness. Although some feedback was recorded, it was not always sufficiently reflective or focused on improvement. Since the current manager has been in post, there has been a clear improvement in the quality of oversight. Feedback is now consistently clear, constructive, and supports staff to develop their practice.

There are significant gaps in senior leadership oversight. There is no evidence of effective independent auditing of children's records, as the responsible individual does not have access to the recording system. The current leadership structure means that incidents are sometimes reviewed by the same individual involved, increasing the risk of a closed culture.

Training has not been delivered consistently to ensure that staff are fully equipped to meet children's needs.

Independent monitoring is also weak. Independent person visits are often announced and take place during school hours, limiting opportunities to speak with children. This

reduces the effectiveness of independent scrutiny. The manager has now appointed a new independent person.

Supervision arrangements have improved. Staff now receive regular, reflective supervision; however, there were significant gaps in this support under previous management. In addition, staff have not consistently received probation reviews or annual appraisals within required timescales. Improvements to the formal oversight of staff practice are ongoing.

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; ensure that staff work as a team where appropriate; ensure that the home's workforce provides continuity of care to each child; 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; demonstrate that practice in the home is informed and improved by taking into account and acting on— feedback on the experiences of children, including complaints received; and 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)(b)(e)(f)(g)(ii)(h))	31 August 2026

Specifically, the registered person must ensure that adequate and consistent oversight and support are provided from senior managers, including the responsible individual.	
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; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; manage relationships between children to prevent them from harming each other; take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(iv)(vi)) In particular, the registered person must ensure that staff demonstrate professional curiosity and act on signs of emerging risks for children.	31 August 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; a child protection enquiry involving a child— is instigated; or	31 August 2026

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. A notification made under this regulation— must include details of— the matter; the other persons, bodies or organisations (if any) who or which have been notified; and any actions taken by the registered person as a result of the matter; must be made or confirmed in writing. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e) (5)(a)(i)(ii)(iii)(b))	
The children's views, wishes and feelings standard is that children receive care from staff who— develop positive relationships with them; engage with them; and take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— help each child to understand how the child's views, wishes and feelings have been taken into account and give the child reasons for decisions in relation to the child. (Regulation 7 (1)(a)(b)(c) (2)(a)(iii)) Specifically, the registered person must ensure that children are informed about, and supported to understand, the outcomes of any complaints or allegations.	31 August 2026

Furthermore, the registered person must ensure that children's chosen gender identities, including pronouns, are respected in all written and verbal communications.	
The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39 (3))	31 August 2026

Recommendation

- The registered person should ensure that the home is maintained to a homely, domestic standard, with all necessary repair work addressed in a timely manner. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

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: 2825137

Provision sub-type: Children's home

Registered provider: Eden Children Services Limited

Registered provider address: 85 Great Portland Street, London W1W 7LT

Responsible individual:

Registered manager: Post vacant

Inspector

Nicola Shaw, Social Care Regulatory Inspector

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