

SC005041

Registered provider: Caretech Community Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private organisation. It provides care for up to eight children with a range of disabilities and complex needs. All children were seen during the inspection.

The registered manager left the home in February 2025, a new manager with suitable experience has been recruited and joined the home in April 2025. Her application has been submitted to Ofsted.

Inspection dates: 21 and 22 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: 12 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/03/2025	Full	Good
30/01/2024	Full	Good
10/01/2023	Full	Good
13/12/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Eight children were living in the home at the time of the inspection; one child had moved out since the last inspection and two children had joined the home. All children have developed trusting relationships with staff, have a sense of belonging and feel safe.

Children who have joined the home have benefited from a well-planned introduction, with staff building up a relationship with the child and with detailed understanding of the care needs prior to the child moving in. Children already living in the home are consulted prior to new children joining. Due to the complexities of children's needs, staff consider how best to communicate this information using Makaton, verbal communication and widget symbols.

For the child who moved on, consideration was given to their next steps, but mitigating factors impacted the final plan. This resulted in the child having a missed opportunity to visit their new home prior to moving on.

Managers ensure that staff are fully aware of the needs of all children and share key information in advance. Child-specific training considering their needs and disabilities is provided to support staff.

Children are thriving in education. They attend full time and have excellent attendance. Two children are not currently attending a school setting but are provided with home learning opportunities and work in partnership with the school that the child is on roll with. One professional commented on the excellent work and commitment staff have provided to support a child's learning while they are not able to attend their school setting.

Children have complex medical needs and attend regular health appointments, and they are supported by staff to attend these. However, there has been odd occasions where miscommunication has resulted in some appointments being missed. This has been identified and rectified. As a result, this has not affected the child. The manager has advocated and challenged services where necessary, and where there has been a delay. This ensures children's health needs are supported.

Significant relationships important to children are supported and nurtured. Those important to children are welcome and accommodated to visit the home. Staff will also drive children to visit their families to maintain links with their local community.

Children's activities have been reviewed since the last inspection. All children have a holiday planned for the summer break and activities in the home and community have increased. Since the last inspection, children have experienced various trips to local parks, arcades, shopping centres and enjoyed several creative experiences in the home, which also considers children's cultural heritage and identity. This has included themed

nights, baking, gardening and a visit from an interactive animal experience. Children no longer have bed rest after lunch and are provided with greater enrichment activities. As a result, children are enjoying stimulating activities and building treasured memories.

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

Staff have a good understanding of children's individual needs, and the children's care is planned accordingly. Specialist equipment needed to care for children is well maintained, and staff are trained in children's needs, including manual handling, diabetes, epilepsy and percutaneous endoscopic gastronomy (PEG). This ensures that children's needs are understood, and they receive safe care from suitably experienced staff.

Positive behaviour is rewarded, and consistent boundaries are in place. As a result, there have been no incidents of physical restraint or children hurting themselves. Incidents in the home are rare.

Medication is managed effectively. Only trained staff administer medication to children, and there have been no errors since the last inspection. While the administration of medication is effective, there has been a shortfall in the recording of PEG flushes and epilepsy medication has not always been signed out when accompanying children out of the home.

Complaints and allegations are rare but are well managed with a detailed investigation and prompt response with the appropriate agencies notified. Managers and leaders take the opportunity to review learning from allegations and complaints to develop staff practice.

Staff are safely recruited. The manager ensures that all safer recruitment checks are completed before new members of staff start working in the home. The home has a committed and stable team of staff who understand the ethos of the home and strive to support children's progress and development.

The effectiveness of leaders and managers: good

A confident and experienced manager leads the home. While she has only been in post for a few months, she has created a culture in the staff team of high expectations for children. She is ambitious for children and considers ways to promote positive experiences and has made clear improvements in the home reflecting on the feedback from the last inspection. This has enhanced opportunities and experiences for children.

Staff receive high-quality supervision and support. Supervision is reflective and staff feel this is beneficial to their role. Staff told inspectors they feel 'supported and listened to, and when issues are raised, the manager is pro-active in making changes'. Team meetings are well attended, have a clear agenda and provide opportunities for learning, through staff training sessions embedded within the meeting.

Monitoring systems are in place but are not yet fully effective. Children's health plans do not contain up-to-date appointment information and some healthcare protocols do not have clear review dates. The manager has identified some of these shortfalls prior to inspection. She has a clear understanding of the areas for improvement required in the home and is working through a detailed review of all children's care plans.

Managers and leaders have developed effective professional working relationships with professionals and children's families. Feedback gathered during the inspection provided a consistent account of children who experience high-quality care by staff who know them well and who are able to meet their needs.

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 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; and children are helped to lead healthy lifestyles. 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; take part in activities, and attend any appointments, for the purpose of meeting the child's health and well-being needs; and understand and develop skills to promote the child's well-being. (Regulation 10 (2)(a)(i)(iii))	1 September 2025
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—	1 September 2025

use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h))	
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Recommendations

- The registered person should understand the importance of careful, objective, and clear recording. In particular, ensure that body maps are dated and signed. ('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: SC005041

Provision sub-type: Children's home

Registered provider: Caretech Community Services Limited

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

Responsible individual: Shelley Whiting

Manager: Post vacant

Inspectors

Joanne Hawkins, Social Care Inspector

Kirsty Truesdale, Social Care Inspector

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