

SC064027

Registered provider: Delam Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is part of a private organisation. The home provides care for up to six children with special educational needs and/or disabilities.

The manager has been registered with Ofsted since December 2024. In March 2025, she achieved her level 5 diploma in leadership and management in residential care.

Five children were living at the home at the time of the inspection.

Inspection dates: 20 and 21 May 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: 4 March 2025

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/03/2025	Full	Requires improvement to be good
23/10/2023	Full	Good
14/03/2023	Full	Good
02/09/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

During the inspection, five children were present and engaged briefly with the inspector. When asked, they said that they were feeling fine, and they displayed positive interactions with leaders and staff. The manager and staff demonstrate a genuine commitment to the children's well-being, striving to provide enriching experiences and opportunities for them to thrive. Children participate in various outings, including trips to the airport for plane watching, beach visits, bowling and in-house arts and crafts sessions. These activities contribute to the development of trusting relationships between children and staff.

The manager and staff maintain effective working relationships with other professionals. Recently, staff provided training to education professionals on a child's bandage-changing process, ensuring appropriate support in the educational setting. One professional expressed appreciation for this collaboration, stating, 'We work effectively together; the children are so lucky to be here. Staff keep us informed about their activities, and they do a lot to promote independence skills.'

Staff support children in making good progress in education. Leaders have identified individual patterns of behaviour, enabling them to recognise when adjustments are necessary. The manager has successfully advocated for a child to move to a more suitable education setting, resulting in the child securing a place at a new school. Staff also encourage the development of independence skills, supporting children in improving their personal care and hygiene and taking responsibility for tidying their surroundings. As a result, children have demonstrated these learned skills beyond the home, including in school.

The manager and staff foster positive relationships with children's families. One parent shared their experience, stating, 'They have been fantastic with him. He doesn't bond with many people, but he has at [name of home]. He has had the chance to meet new people and build relationships.'

Children's health needs are well supported. Staff ensure attendance at regular medical appointments and respond effectively when health concerns arise, contributing to the children's sustained well-being.

The manager strongly advocates for children. One young person is due to move out of the home when they reach the age of 18. However, given the time of year, the manager has advocated for their stay to be extended by a few weeks to facilitate a positive transition.

There is some repair work that remains outstanding since the previous inspection. Areas of the property require a fresh coat of paint, and a bathroom unit remains broken.

Despite this, children's bedrooms continue to reflect their personal preferences, with recent refurbishments including the replacement of radiator covers.

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

Since returning from maternity leave, the manager has reflected on previous shortfalls in safeguarding processes. In response, she has implemented a new tracker sheet to ensure that all necessary actions are completed following a concern. Staff are well informed about how to use the systems in place, and it is evident that these processes have been embedded into practice.

Leaders provide valuable learning opportunities to support staff in understanding children's needs. Reflective sessions have increased, allowing staff to discuss support strategies for managing complex behaviours. As a result, staff feel more confident when assisting children during incidents.

Staff support children effectively in understanding their emotions. The emotional volcano tool is used to help children identify feelings beyond simply happy or sad. This approach has enabled children to express their emotions more freely, leading to a reduction of some incidents in the home.

Physical interventions are only used as a last resort to ensure the safety of children and others. When higher-level interventions have been necessary, records indicate that staff consistently attempt the lowest level of intervention first and use physical restraint for the shortest possible duration. Children are provided with opportunities to reflect in a child-centred manner following incidents, which helps maintain positive relationships between staff and children.

Allegations within the home are rare. However, when they do occur, leaders respond appropriately. A recent allegation was reported to relevant professionals in a timely manner. Although the allegation was later retracted, children were still given the opportunity to speak with an independent person. This approach has assured children that their views are heard and valued.

The effectiveness of leaders and managers: good

The manager has remained committed to addressing the shortfalls identified in the previous inspection. Her focus has been on rebuilding team morale and re-establishing positive relationships with professionals and families outside the home. Professionals have told the inspector that they feel reassured by the manager's return due to the consistency of communication.

Staff are highly engaged in their roles and supported by effective management. The manager operates an open-door policy, enabling staff to discuss any concerns or queries. Staff have provided positive feedback regarding the support they receive. One staff

member stated, 'I love learning new things. [Name of manager] teaches us the best way; she is the best manager. She is supportive, and if I need help, I can rely on her.' Monitoring systems have improved since the previous inspection. The manager has implemented a robust monthly monitoring process, reviewing safeguarding concerns, health and safety and the progress of both children and staff. This approach allows early identification of areas requiring improvement.

Recruitment processes remain thorough and safe. Leaders ensure that all necessary checks are completed before new staff begin their roles, providing assurance that they are suitable to work with children.

Due to the short time frame between inspections, there was insufficient evidence during this visit to determine whether the requirement under Regulation 44 and the recommendation regarding appraisals have been met. These will remain in place until further review.

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 ensure that an independent person visits the children's home at least once each month. When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires; and to inspect the premises of the home and such of the home's records (except for a child's case records, unless the child and the child's placing authority consent) as the independent person requires. A visit by the independent person to the home may be unannounced. The independent person must produce a report about a visit ("the independent person's report") which sets out, in particular, the independent person's opinion as to whether— children are effectively safeguarded; and the conduct of the home promotes children's well-being. The independent person's report may recommend actions that the registered person may take in relation to the home and timescales within which the registered person must consider whether or not to take those actions. (Regulation 44 (1) (2)(a)(b) (3) (4)(a)(b) (5)) The registered person must ensure that the independent person makes a rigorous and impartial assessment of the quality of care being provided.	3 July 2025

Recommendations

- The registered person should ensure that the home is a nurturing and supportive environment that meets the needs of their children. Any damage should be quickly repaired. ('Guide to the Children's Homes Regulations, including the quality standards,' page 15, paragraph 3.9)
- The registered person should ensure that appraisals consider, where reasonable and practical, the views of other professionals who have worked with the staff member over the year and children in the home's care. ('Guide to the Children's Homes Regulations, including the quality standards,' page 61, paragraph 13.5)

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: SC064027

Provision sub-type: Children's home

Registered provider: Delam Care Limited

Registered provider address: Metropolitan House, 5th Floor, 3 Darkes Lane, Potters Bar, Hertfordshire EN6 1AG

Responsible individual: Shelley Whiting

Registered manager: Rebecca Corden

Inspector

Chanel Bryant, Social Care Inspector

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