

SC066187

Registered provider: Cambian Childcare Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company. It provides care for three children with social and emotional difficulties who may experience childhood trauma.

The manager has been in post since 1 December 2023. They are suitably qualified and registered with Ofsted.

Inspection dates: 18 and 19 February 2025

Overall experiences and progress of children and young people, taking into account	outstanding
---	--------------------

How well children and young people are helped and protected	outstanding
---	-------------

The effectiveness of leaders and managers	outstanding
---	-------------

The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 27 February 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/02/2024	Full	Good
07/03/2023	Full	Outstanding
13/12/2021	Full	Outstanding
27/01/2020	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children make significant progress when they live in the home. They receive exceptional care from an inspiring staff team. Staff are committed to supporting the progression of the children in all areas. The children's needs are central to all that they do.

Three children were living in the home at the time of the inspection, and all spoke with the inspector. They all said that they feel safe and like living in the home. The staff have a thorough understanding of the children's individual needs. They are proactive in developing strategies to respond to the children effectively. The children feel respected and cared for.

Children develop significant relationships with staff, who they feel understand them. This is because staff are inquisitive to ensure that they get to know the children well. Staff maintain contact with children who have left the home. Staff are committed to maintaining voluntary lifelong links, continuing to provide emotional support. Although children have moved out, staff celebrate special occasions by taking them out for their birthdays. This helps children to feel highly valued.

Staff are committed to children making everlasting memories. Children experience holidays abroad and visit new places. One child experienced an overnight stay on a yacht. When children develop an interest in an activity or hobby, staff are versatile to make every effort for children to try them.

Staff recognise the importance of the child's voice being heard. Imaginative ways are used to capture their views through individual activities that encourage their engagement. Achievable plans are made for children who would like to work towards having a pet. The learning styles of the children are used to inform the way in which staff work with them. This supports the children to feel understood and comfortable to share their thoughts.

All children have completed a love language quiz to identify the types of responses that make them feel loved. Staff use this to adapt their practice and respond to the children's needs in the best way identified. Staff regularly use positive words of affirmation to improve the children's self-esteem. This helps children to enhance their own self-belief.

Children's physical and emotional health needs are prioritised effectively. The organisation's clinician provides psychological support to the staff and children. The clinician provides staff with purposeful advice and strategies that help the children. This is effectively supportive of the children's complex emotional and behavioural needs.

Staff have exceptionally high aspirations for the children and their futures. Staff are enthusiastic about education. They advocate for the children and ensure that their education plan is supportive of their learning needs. When there has been delay in a

school placement, staff seek out educational resources for children to ensure that they maintain their structured routines and receive the same opportunities to learn. As a result, children have made significant progress in their education since moving into the home.

Staff relentlessly advocate for children to reconnect with people who are important to them. Staff form positive relationships with the children's network. Family time is supported even when this is at a distance. Staff are flexible in ensuring family time is facilitated for special occasions. This is supportive of the children maintaining a sense of their identity.

Equality, diversity and inclusion are embedded throughout the children's experiences. The children are encouraged to engage in charity work and have helped in soup kitchens. Children have been supported in cooking foods from different cultures. They have attended an event for Black History Month and engaged in celebrations for Eid. Staff support children to explore specific faiths that they express an interest in.

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

Staff provide children with an exceptional level of care that keeps them safe. Staff are dedicated to keeping children safe and have an extensive understanding of their safeguarding responsibilities. Staff use advice from the clinician to enhance their wide range of dynamic responses to the children. As a result, children feel safe and connected to the adults who are caring for them.

Staff responses to children being missing from home are cohesive and adhere to protocol. Management oversight encourages reflective discussion with staff and children. This practice identifies emerging triggers. As a result, plans are updated with pertinent strategies to minimise risk. This has helped to reduce missing-from-home incidents.

Staff are dynamic in their approach when children may hurt themselves. They provide a coordinated response and action the advice given to them by the clinician. Following significant incidents, staff identify any emerging needs or triggers. As a result, safeguarding strategies used by staff to keep children safe are highly effective.

Staff are innovative in their support to ensure that children feel safe throughout incidents, even when behaviours present as a challenge. Staff use professional curiosity and reflective practice. Risk management strategies are identified and implemented plans evolve with the children's individual needs. Physical restraint is only used as last resort and to reduce further risk. Children are well informed and consulted throughout. This helps children to feel secure and assured in their relationships with staff.

Staff response to exploitation is highly effective and proportionate. To protect the children from online dangers, staff use versatile measures of monitoring. Staff use resourceful tools that support children's understanding of potential risks. Children can

recognise the signs through staff building awareness. This work encourages children to consider healthy relationships.

Safety plans are meticulous. They provide clear strategies for staff to follow to keep the children safe. Plans are updated after each incident, so they remain purposeful. Records are accurately written. They consistently reflect the most current needs of the children. All children say that they feel understood.

The effectiveness of leaders and managers: outstanding

The manager is a strong leader and is an incredible advocate for the children. The needs of the children are at the centre of all practice. The manager is committed to the children flourishing and having positive outcomes. They inspire the children and staff through their dedication. Staff describe the manager as approachable, supportive and devoted to the children.

Children receive high-quality care from a stable, resilient staff team. Staff have an in-depth understanding of how best to respond to all the children. Staff build meaningful relationships and are attuned to their needs. Staff are gentle and empathetic in their approaches. Challenging situations are managed sensitively and always followed up with reassurance to support the children to feel safe.

Staff's dedicated practice is underpinned by theory and legislation. The manager regularly introduces new practice models using different resources. These are shared throughout high-quality team meetings and various resources are used by the staff. This strengthens staff practice and children's experiences.

The manager confidently understands the importance of staff development. Specific training courses are completed to support the individual needs of the children. Staff are adaptable and use this approach to inform their practice. The manager encourages each staff member to develop a toolkit of their own that can include flash cards from training sessions and any other resources that aid them to support the children when on shift.

Regular supervision with staff is completed to a high standard. The manager incorporates reflective discussion to develop staff practice. The manager has knowledge of each staff member's learning style. When sharing information, the manager will adapt how this is communicated to suit their identified needs. This ensures that staff understand any new guidance and use this to improve the care received by the children.

Precision is embedded throughout the manager's monitoring systems. Any shortfalls are identified and rectified efficiently. Audits are detailed and completed regularly. The children's files are scrutinised to ensure that they remain relevant and up to date. This means that children are living in a home with an aspirational culture.

The manager has immense ambition for the children. One of the children said that they 'know the manager cares and wants the best' for them. Another child, who had moved

out, said that they would not have made as much progress without the support and belief of the manager.

No requirements or recommendations have been made at this inspection.

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: SC066187

Provision sub-type: Children's home

Registered provider: Cambian Childcare Ltd

Registered provider address: Metropolitan House, 3 Darkes Lane, Potters Bar EN6 1AG

Responsible individual: Fiona Rees

Registered manager: Rosemary Kelly

Inspector

Latoya Morgan, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2025