

SC356565

Registered provider: Eagle Children's Home

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care for up to two children with social and emotional difficulties.

The registered manager is also the director of the organisation and registered with Ofsted in September 2013.

Inspection dates: 9 and 10 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: 11 June 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/06/2024	Full	Good
12/02/2024	Full	Requires improvement to be good
11/01/2023	Full	Good
09/03/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of the inspection, one child was living at the home. The child is positive about their experiences. They said that they enjoy living in the home and rate the home 9 out of 10. The child said that they feel listened to by staff, enjoy spending time doing fun activities and like the meals cooked by staff. The child shows great pride when talking about their home, reflecting a strong sense of belonging and security.

The manager and staff place a strong emphasis on the child's education. The manager has appropriately escalated concerns regarding delays in securing an educational provision for the child. In the meantime, staff work proactively to prepare the child for learning by supporting the development of positive daily routines. As a result, the child is now consistently up and ready for tutoring in the home and expresses a clear desire to attend education. This is something they were previously resistant to.

The child's health needs are prioritised. Through thoughtful preparation and planning, the child is supported to engage with health professionals and is now actively participating in appointments. The manager has a strong understanding of the child's complex needs and is proactive in seeking further assessments where required. She advocates effectively on the child's behalf and is mindful of future planning to ensure the appropriate services and support are in place as the child grows older. This promotes the child's ongoing physical and emotional well-being and also supports their independence by helping them develop the skills they need to engage with services in preparation for adulthood.

The home provides a warm, welcoming environment. There are areas where the child can enjoy privacy, spend quality time with staff and take part in everyday activities, such as cooking. However, the child's bedroom would benefit from further personalisation through decoration. In addition, some parts of the home are at times restricted due to concerns relating to the child's health needs and associated risks. While the child's placing authority is aware of these restrictions, the assessment, recording and regular review of them lack sufficient clarity and detail. This means that it is not always evident how decisions are made to ensure the child's environment is not unnecessarily limited and this may reduce opportunities for the child to develop their independence and feel fully at home.

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

Staff are clear on the procedures to follow if the child goes missing from home. The home's missing-from-care protocol is consistently implemented, which includes staff actively searching for the child and notifying appropriate professionals to support a multi-agency response. In recognition of the child's vulnerabilities, the manager has escalated concerns to the placing authority to request additional safeguards aimed at preventing further episodes of going missing.

Staff know the child well and demonstrate a clear understanding of their background, including the challenges they have faced and how their lived experiences and developmental needs influence their presenting behaviours. They respond with patience, empathy and consistent care. Staff actively support the child to take part in community activities, providing positive role modelling and guidance to help them develop confidence and social skills.

The child benefits from one-to-one direct work sessions with staff. These are purposeful and tailored to their individual risks and support needs. The sessions focus on the development of essential life skills, such as road safety, being respectful and staying healthy. As a result of this targeted work, the child has demonstrated some increased awareness of personal safety. For example, during a missing-from-home incident the child sought out a paramedic, advising them they were a missing child. This action contributed to their safe return to the home, where they were warmly welcomed and praised for taking such a responsible step.

The child says they feel safe in the home and expresses confidence in the support available to them. They said: 'I never worry or fret as I know I have people to talk to at any time of the day or night.' This consistent emotional availability from staff helps the child feel secure, builds trust and contributes to their overall emotional well-being and stability.

The effectiveness of leaders and managers: good

The registered manager is suitably qualified and experienced. She is tenacious and demonstrates a strong commitment to providing positive experiences and ensuring the child is kept safe. Her determined leadership ensures that the child receives consistent, good-quality care, tailored to their individual needs. As a result, the child makes sustained progress in a safe, supportive and nurturing environment.

Staff value the registered manager and describe her as approachable, supportive and committed to helping them be the best they can be. They receive regular supervision which is reflective and of good quality.

Staff are provided with a range of training. They say that this is meaningful and tailored to meet the specific needs of the child. As a result, staff feel confident and equipped to provide consistent, individualised care which promotes the child's safety and development.

The registered manager and staff are strong, effective advocates for the child. Together with the responsible individual, they have supported the child to raise a formal complaint with their placing authority, making sure their voice is heard.

The manager works proactively with professionals to gain the support the child needs in relation to their health, education and emotional well-being. As a direct result of the manager's persistence, the child now has regular support from child and adolescent

mental health services and has a school place identified for September. The manager and staff remain committed to supporting the child through to adulthood, providing a sense of stability, continuity and long-term care.

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— children can access all appropriate areas of the children's home's premises; and any limitation placed on a child's privacy or access to any area of the home's premises— is intended to safeguard each child accommodated in the home; is necessary and proportionate; is kept under review and, if necessary, revised; and allows children as much freedom as is possible when balanced against the need to protect them and keep them safe. (Regulation 21 (b)(c)(i)(ii)(iv)) In particular, ensure that any restrictions on the child's access to the home are clearly recorded, assessed and kept under review, to ensure these remain appropriate and proportionate.	7 August 2025

Recommendation

- The registered person should ensure that the home is well maintained at all times. This specifically refers to children's bedrooms. ('Guide to the Children's Homes Regulations, including the quality standards', page 14, paragraph 3.3)

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: SC356565

Provision sub-type: Children's home

Registered provider: Eagle Children's Home

Responsible individual: Clarence Crosdale

Registered manager: Millicent Vernon

Inspector

Mandy Wake, Social Care Inspector

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