

# SC405713

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 large private provider and provides care for up to three children with social and emotional difficulties.

The manager registered with Ofsted in October 2025.

There were three children present at the time of inspection. All three children were spoken to by the inspector.

### Inspection dates: 25 and 26 November 2025

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| How well children and young people are helped and protected | good |
|-------------------------------------------------------------|------|

|                                           |      |
|-------------------------------------------|------|
| The effectiveness of leaders and managers | good |
|-------------------------------------------|------|

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 23 July 2024

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 23/07/2024      | Full            | Good                 |
| 12/09/2023      | Full            | Good                 |
| 27/04/2022      | Full            | Good                 |
| 18/05/2021      | Full            | Good                 |

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

The inspector was aware during this inspection that a serious child safeguarding incident was being investigated by the appropriate authorities. While Ofsted does not have the power to investigate incidents of this kind, the response by the setting to the incident was considered alongside other evidence available at the time of the inspection to inform the inspector's judgements.

The home provides a warm and welcoming environment. Children are actively involved in choosing decor and furnishings, and their bedrooms are personalised to reflect individual tastes. This approach promotes a sense of identity, belonging and pride among the children.

All children are engaged in education and receive consistent support to attend school daily. For one child, attending a school some distance away has created challenges linked to sleep routines. Staff have worked proactively to support the child in developing healthier routines; however, this has had limited impact on attendance. In partnership with relevant professionals, a decision has been made to identify a home closer to the child's school to better meet their needs. This planned move is intended to improve attendance, reduce stress, and promote the child's overall wellbeing and educational progress.

Staff meet children's health needs and promote their overall wellbeing. They ensure that children attend all necessary health appointments, including therapeutic sessions, and actively support them to engage in these processes. Staff encourage children to lead healthy lifestyles by promoting balanced nutrition and regular physical activity, both within and outside the home. They work effectively with external professionals and agencies to make sure children have timely access to specialist health services tailored to their individual needs.

Children are actively encouraged to take part in a wide range of enjoyable and purposeful activities, both within the home and in the community. They benefit from opportunities such as gymnastics, Scouts and performing arts, which help them develop confidence, resilience and positive social skills. Staff support children to explore their interests and celebrate achievements, promoting a sense of belonging and personal growth.

Children are supported to maintain meaningful relationships with those who are important to them. Staff understand the significance of these connections and work proactively to facilitate contact. They make practical arrangements to ensure children can spend quality time with family and friends, promoting emotional stability and a strong sense of identity.

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

A significant safeguarding incident had occurred shortly before the inspection. The incident is being investigated by the appropriate authorities. High levels of support have been provided to the children in the home, and the staff team has also received appropriate support.

When incidents occur, staff respond calmly and use verbal de-escalation techniques to prevent situations from escalating. Physical intervention is only used as a last resort and is proportionate to maintaining safety. After any intervention, staff speak with children to help them reflect on the incident and understand what happened. However, these conversations are not currently conducted by someone independent of the intervention, which may limit opportunities for children to express their views freely and raise any concerns.

Staff respond promptly and appropriately when incidents of self-harm occur. Children receive immediate first aid or medical attention when required, ensuring their physical safety. Staff take time to listen and understand children's feelings, creating a supportive and nurturing environment. This approach helps children develop healthier ways to express themselves and promotes emotional safety. In addition, staff ensure that children can access specialist therapeutic support to meet their individual needs.

Staff promote stability for children through a clear understanding of their individual needs and vulnerabilities. Practice is guided by effective risk management plans that incorporate children's views and reflect what they feel is necessary to remain safe and supported. On one occasion, there was a delay in staff undertaking follow-up work with children after an incident of them being missing from home. This reduced the opportunity to explore the reasons for the absence, identify any ongoing risks and provide timely reassurance. Managers have since addressed this shortfall to strengthen practice.

Staff ensure that the home environment remains safe and well maintained. When concerns arise about children's welfare, room searches are carried out in line with policy and only when necessary. These searches are conducted respectfully, promoting children's privacy and dignity while ensuring a proactive approach to safeguarding their physical and emotional wellbeing.

## **The effectiveness of leaders and managers: good**

The manager is committed and provides strong leadership through leading by example. He demonstrates a reflective approach and seeks support and guidance from senior leaders when needed. He is receptive to constructive feedback, which enables him to continually develop his practice and consistently meet the needs of both children and the staff team.

Staff benefit from regular supervision and annual appraisals, which provide valuable opportunities to reflect on their own wellbeing, the needs of children and their practice. These sessions support professional development and ensure staff feel confident in their roles. Staff speak highly of the manager and the support they receive, describing a culture that promotes openness and continuous improvement.

Managers ensure that team meetings take place regularly, providing a constructive forum for staff to share experiences, exchange ideas and develop their skills. The manager also invites the company's clinical lead to some meetings, offering additional guidance and specialist input. This collaborative approach strengthens staff understanding of children's needs and supports the delivery of consistent, good-quality care.

Monthly visits by the independent person provide valuable oversight of the quality of care and the arrangements in place to keep children safe from harm. Managers are receptive to this feedback, which supports them and the staff team in understanding both strengths and areas for development. The manager takes prompt action to address any identified shortfalls, ensuring continuous improvement.

Partner agencies shared mixed experiences about communication. While all acknowledged that communication has improved since the new manager took up post, some expressed concern that although the manager communicates effectively, this does not always filter down to the wider staff team.

Although the quality of care has been monitored since the last inspection and reports have been completed to review the care provided to children, on two occasions these reports were not submitted to Ofsted within the required 28-day timescale. This limits the regulator's ability to maintain effective oversight of the home.

# 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        |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>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;</p> <p>help each child to understand how to keep safe;</p> <p>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person.</p> <p>(Regulation 12 (1) (2)(a)(i)(ii)(v))</p> <p>In particular, the registered person must ensure that work completed with children around risks and safety takes place promptly following incidents.</p> | 21 January 2026 |
| <p>The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months.</p> <p>The registered person must—</p> <p>supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed.</p> <p>(Regulation 45 (1) (4)(a))</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 21 January 2026 |

## Recommendations

- The registered person should ensure that they work in partnership with relevant people as appropriate to ensure that each child is provided with support (appropriate to their age and understanding) to communicate their views, wishes and feelings and participate as fully as possible in all aspects of their care planning and daily care. ('Guide to the Children's Homes Regulations, including the quality standards', page 22, paragraph 4.6)
- The registered person should ensure that all incidents of control, discipline and restraint are subject to systems of regular scrutiny to ensure that their use is fair. ('Guide to the Children's Homes Regulations, including the quality standards', page 46, paragraph 9.36)

## 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:** SC405713

**Provision sub-type:** Children's home

**Registered provider:** Cambian Childcare Ltd

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

**Responsible individual:** Fiona Rees

**Registered manager:** Josh Shokker

## Inspector

Kate Savage, Social Care Inspector

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