

SC450992

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home provides care for up to six children who may have complex social and emotional needs. The home is privately owned by a large social care organisation.

The manager is suitably experienced and holds the relevant qualification. They have been in post since 5 February 2024 and are registered with Ofsted.

Inspection dates: 4 and 5 November 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	outstanding
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 17 April 2024

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
17/04/2024	Full	Requires improvement to be good
19/07/2023	Full	Good
22/06/2022	Full	Good
12/01/2022	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Three children were living in the home at the time of this inspection. They were all spoken to.

The home environment has been transformed and truly feels like a home. It is a safe and nurturing haven for children. There is a warm and comforting atmosphere, and plenty of space for children to play and rest. Personalised bedrooms help children to feel a sense of ownership and belonging.

Coats are thoughtfully hung by the front door, mirroring the familiar layout of a family home. The home has a 'dress down' policy. The manager and staff wear pyjamas and slippers during children's evening routines. These small but meaningful details contribute to a homely environment. Children develop a strong sense of belonging, which supports their emotional well-being.

Staff use warm and affectionate language when talking about children. This sets a tone of affection and respect for children. It nurtures children and helps staff to build strong emotional connections with them. Staff demonstrate warm, attentive care. As a result, children feel loved, wanted and cared for.

Children are making good progress at school and have high levels of attendance. One child who previously missed a year of school is now studying higher-level academic subjects. Another child has begun learning in a classroom environment for the first time. The manager collaborates with education staff on behaviour strategies and sensitive topics. This provides children with cohesive, consistent care that boosts learning, development and well-being.

Children have much improved confidence and self-esteem. One child was reluctant to leave the home 12 months ago. Recently, they sang at a music festival to over a hundred people. They have also learned to play four musical instruments. One child's language has improved to the extent they are now able to communicate better. More than one professional described the home as a success.

Children take part in the interview process for new staff. They also participate in staff training and reflection. This helps staff to understand the impact of their practice from a child's point of view. Staff value children's views and this is reflected in their day-to-day practice.

Staff create positive, lasting memories for children. Children experience a wide range of enjoyable and meaningful activities. They explore new hobbies, develop skills and build confidence through regular, well-planned experiences. These activities strengthen relationships with one another and enrich their everyday lives.

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

Managers and staff understand and fulfil their safeguarding roles and responsibilities. Care plans and risk assessments are clear and identify children's needs and risks. Appropriate measures are in place to keep children safe. Detailed reports document any incidents and actions taken.

Staff use child-focused language to help children understand risk and harm. This guides children towards making safer and more thoughtful decisions. Children develop insight into how their behaviour affects others. They reflect on their actions, support one another and learn from shared experiences. This strengthens their emotional intelligence and self-awareness.

Staff respond effectively to children's feelings, emotions and behaviour. Most staff have exceptional skills and understand children's needs well. Children receive trauma-informed care attuned to their needs and experiences. Children feel understood and supported, which promotes trust and healing.

The registered manager is an excellent advocate. They escalate issues when children need specialist healthcare and assessment. They use their professional connections to advocate for them. As a result, one child has now received several diagnoses and is getting the help and support they need.

Children are given clear, well-defined boundaries and predictable routines. Staff use thoughtful, age-appropriate resources and visual prompts to explain expectations. As children grow in confidence, these supports gradually reduce. Children are now better able to understand and follow their routines.

On one occasion, the manager did not liaise with a child's placing authority out of hours when staff discovered unknown marks on the child. The child also made some concerning comments about the cause of the marks. The manager did notify the child's social worker but did not notify Ofsted. This compromised the external oversight of actions taken to keep the child safe.

The effectiveness of leaders and managers: outstanding

An experienced and dedicated manager leads a committed and supportive staff team. They all strive to achieve the best possible outcomes for children. The manager and staff have an excellent understanding of children's individual needs. As a result, children are making good progress.

The manager and staff take immense pride in children's achievements. They celebrate children and what they achieve, with excitement and enthusiasm. Children feel valued and motivated and have aspirations. The manager and staff nurture children and help them to reach their potential.

The manager is passionate about the language used in the home. They ensure that staff use language which nurtures children and their well-being. Children feel safe and the environment is truly respected as their home. The manager encourages staff to record children's experiences directly to them. This will help children to understand their time living in the home.

Staff receive comprehensive training in the home's therapeutic approach. This equips them with the knowledge and skills to care for children effectively. Staff are empathic and respond to children's emotional and behavioural needs with consistency. As a result, children feel valued and understood.

Leaders and managers have excellent monitoring systems. They carry out regular audits which identify areas for improvement. Team meetings are a dynamic forum for staff development and reflective practice. Staff also contribute to the auditing process by reviewing children's records. This promotes accountability and continuous learning across the team.

The registered manager shares their knowledge and expertise with others. They have a key role in the wider organisation in supporting the development of other managers and new staff. This contributes to raising standards of care for children, including those living in other homes.

Feedback from external professionals is positive about the manager's collaborative and consultative approach. This provides a solid foundation to challenge and advocate for children, resulting in children receiving any specialist assessment or care they need.

What does the children's home need to do to improve?

Recommendations

- The registered person should ensure that children receive ongoing support to adapt to any changes in staffing, in particular when there are changes to roles and when new staff start working in the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 39, paragraph 8.12)
- The registered person should ensure that they inform all relevant professionals when there is a potential safeguarding concern about a child. This includes when a concern arises out of hours. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.4)

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: SC450992

Provision sub-type: Children's home

Registered provider: Cambian Childcare Limited

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

Responsible individual: Fiona Rees

Registered manager: Kelly Homer

Inspectors

Sarah Berry, Social Care Inspector

Helen Dickens, Social Care Inspector

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