

SC456477

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private provider. It provides care for up to 4 children who may experience social and emotional difficulties.

At the time of the inspection, 4 children were living at the home. The inspector spoke with 3 children.

The manager registered with Ofsted in October 2012.

Inspection dates: 28 and 29 April 2026

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: 8 April 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/04/2025	Full	Good
04/06/2024	Full	Good
25/07/2023	Full	Good
28/02/2023	Full	Good

Summary of findings

Managers are highly skilled and experienced. They lead a staff team that is well-established and provides consistent care. Managers and staff are committed to the children in their care, who are making good progress.

Staff communicate effectively with children and with other professionals. Children's views are sought regularly and their wishes are acted on. Managers are highly skilled at working with children and their families.

Staff understand their safeguarding responsibilities and use their positive relationships with children to work with them to reduce their risks. However, on one occasion, an online safety issue occurred, which was overlooked by staff.

Inspection judgements

Overall experiences and progress of children and young people: good

Children living in this home are supported by a consistent and experienced staff team, led by highly skilled managers. Staff are child-focused and understand the individual support needs of each child. Staff are skilled at nurturing the children, are committed to them and resilient.

The home is warm and inviting. Children can personalise their bedrooms with creative decoration. One child has a bespoke mural on their wall, and another designed their own paintwork. Bedrooms reflect each child's personality and interests. Children's achievements and experiences are celebrated throughout the home through pictures. Children's records contain their favourite characters and interests.

Children's views are valued in the home and are regularly gathered by staff in a range of informal ways. Children are also encouraged to be part of planning for their care and education. Staff support children to plan weekly activities and a menu plan for the home. Some children have an independent advocate.

Children have close and positive relationships with managers and staff. Children are helped to build trust with the adults around them. Staff offer support to children in a sensitive way. Managers and staff are highly skilled at talking with children about difficult and important matters in their lives. Children know that they can speak openly to managers and staff and they will be respected and supported.

Managers and staff persistently focus on helping children to maintain and rebuild relationships with their family and others who are important to them. Managers reach out to the children's wider families to ensure that children remain connected. They gradually build on these relationships to help children maintain strong connections after they leave the home.

Managers and staff maintain contact with children and families when they leave the home, wherever possible. Families describe the team as an extended family who made sure their children had all that they needed and helped to build their family relationship. One family member said, 'They do not tick boxes, they genuinely care and make a difference. They fought for us and our relationship.'

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

Children say that they feel safe living in the home and have good relationships with staff who they trust. Families and professionals have confidence in the team. One child said, 'I trust all of the staff and can talk to any of them.' Other children were able to identify trusted members of staff who they would go to if they were worried or upset.

Children do not go missing often, but staff understand what to do if they do. When a child left the home at night, staff followed them and kept them in sight to ensure their safety. Staff share information with other agencies to reduce the risk of exploitation of children. They have also made referrals to supportive services to ensure that there is good support for children.

Staff understand their responsibilities to safeguard children. When a concern was raised about a staff member, information was appropriately shared and statutory guidance followed. The manager completed a detailed investigation and reviewed plans and risks in response to this.

Staff avoid the use of physical intervention with children and instead support them to manage their emotions through a playful approach, positive routines and offering empathy and understanding. Staff work with children to recognise and talk about their feelings sensitively. The positive relationships that children have with staff helps them to learn how to manage their emotions.

Staff monitor children's emotional wellbeing and follow up on any concerns swiftly, addressing risks. Managers ensure that safety plans are child-focused and guide staff on how best to support them. However, on one occasion, an internet safety issue occurred but was overlooked by staff.

The effectiveness of leaders and managers: outstanding

The registered manager and deputy manager are experienced and highly skilled. They care deeply about the children and the staff team and work tirelessly to ensure that children feel safe and cared for. They are present in the home and children seek them out. Managers have excellent oversight of the home and confidently challenge professionals if shortfalls are identified. This commitment strengthens the quality of care that children receive.

The manager's vision for the home can be seen in practice. Children feel cared for, listened to and have wide ranging and new life experiences. Managers and staff are

confident in their roles and advocate strongly for children to ensure that all services provide the best support for children.

Children's moves into and from the home are managed well. Managers and staff have supported children through difficult times, with detailed care planning and management of risk. This is child-focused. Managers ensure that all children have positive endings and supported moves with trusted and familiar staff. One child who left in difficult circumstances recognises the enduring care and commitment that managers and staff showed them and the difference it has made in their life. The child said that they are a better person for it and love the manager. Children leave with records of memories that are captured in formats that are meaningful to them. They are age-appropriate and reflect the fun times they have had.

Staff use kind and thoughtful language in children's records. Recording is excellent and reflects a caring staff team who seek to understand the children and avoid blame, particularly when discussing emotive issues. This approach reflects the effective communication in the home and with professionals.

Staff feel supported by their managers and describe a nurturing and open team from whom they can seek advice and guidance. Staff receive regular, reflective supervision sessions and feedback around their own performance. This helps them to develop in their role with confidence.

Managers provide a broad range of training to support staff to excel in their roles. Managers ensure that when new children arrive, staff have the skills to support them well. Staff are encouraged to continuously improve their knowledge, with 2 staff completing a diploma in safeguarding to increase their knowledge. Where a child did not feel ready to access some support offered, managers and staff all completed training so that they could offer the right support to them. Staff describe how they have learned that this was relevant to children in other situations as well and they were able to apply it in their practice.

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

Recommendation

- The registered person should ensure that staff actively assess online risks to each child and ensure that plans are in place that include details of the steps the home will take to manage and reduce risk to the child. ('Guide to the Children's Homes Regulations, including the quality standards,' page 15, paragraph 9.5)

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: SC456477

Provision sub-type: Children's home

Registered provider: Cambian Childcare Limited

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

Responsible individual: Mark Ullah

Registered manager: Sharon Robson

Inspector

Carol Jagger, Social Care Inspector

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