

SC457435

Registered provider: Cambian Childcare Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private provider. It offers care for up to two children who may experience social and emotional difficulties.

At the time of this inspection, two children were living in the home.

There was no registered manager at the time of the visit. The deputy manager was overseeing the running of the home.

Inspection date: 9 July 2025

Date of last inspection: 29 April 2025

Judgement at last inspection: good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection. However, several areas of improvement are needed.

Since the last full inspection, one child has moved into the home. The deputy manager continues to oversee the day-to-day running of the home, supported by two registered managers from other homes within the organisation. A new manager has been appointed but has not yet started in the role.

Children say they are happy, and that they feel safe. They feel well supported by staff, who actively listen to their views and help them make positive decisions about their safety and well-being. When things have not gone well, staff help children to reflect and learn from negative experiences in a supportive way.

Staff create positive experiences for children by organising activities, outings and special events. This helps children build happy memories, develop self-confidence and learn to manage difficult emotions.

Staff are aspirational for the children and provide them with positive experiences of living in the home. Staff demonstrate that they have a warm and nurturing approach with the children. However, on some occasions, a few staff have not used nurturing or kind language when interacting with one child. This does not support development of strong and trusting relationships.

Staff support children to personalise their bedrooms. They encourage children to maintain cleanliness and tidiness in their personal spaces, fostering responsibility and life skills. However, other areas of the home need attention, including the maintenance of the pet cage. This may start to affect hygiene of the living environment as it is unkempt. The back garden has been improved with new turf and garden furniture, creating an inviting and enjoyable outdoor area for the children.

Leaders and managers ensure that children are enrolled in education, and one child is making educational progress. When children do not attend school, staff work collaboratively with other professionals to identify and implement strategies to meet educational targets. However, when these efforts are unsuccessful, the manager does not escalate concerns in a timely manner. As a result, one child has made no educational progress.

Children's health needs are known in general. However, the individual care plan for one child lacks sufficient detail regarding their specific health condition. Crucially, the child's health assessment and associated healthcare plan documents are not available for staff to consult. The absence of accessible, up-to-date health

information restricts staff's ability to respond consistently to the child's needs, potentially compromising the child's well-being and safety.

Staff identify and document children's risks clearly in risk assessments. Leaders and managers update risk management plans when new risks arise. Staff engage children in discussions about dangers, such as drugs and crime, helping them to learn. However, there have been instances during social outings where risk management has been insufficient. Staff have not reported concerns to enable safety planning, and this led to a serious incident.

Children know how to alert staff if they have concerns. Staff respond to complaints by exploring issues in a child-friendly way, reassuring children. However, the manager has not consistently scrutinised all complaints. In two cases, the manager failed to provide feedback to a child, which contradicts the home's complaints procedure.

Leaders and managers demonstrate an understanding of the importance of notifying relevant professionals when serious incidents occur. However, this practice has not been applied consistently. This inconsistency undermines the effectiveness of a multi-agency approach to safeguarding.

Leaders and managers have systems for monitoring the quality of care that children receive. However, the quality of care review report has not been sent to the regulator. In addition, the home's statement of purpose has not been updated to reflect relevant changes. This limits the regulator's oversight of the home.

The two requirements made at the home's last inspection are restated. One recommendation remains in place. Five new requirements have been made during this assurance inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/04/2025	Full	Good
06/08/2024	Full	Requires improvement to be good
16/05/2023	Full	Good
17/08/2022	Full	Requires improvement to be good

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 education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to achieve the child's education and training targets, as recorded in the child's relevant plans; understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers; help each child to understand the importance and value of education, learning, training and employment; promote opportunities for each child to learn informally; raise any need for further assessment or specialist provision in relation to a child with the child's education or training provider and the child's placing authority. (Regulation (8) (1) (2)(a)(i)(iii)(iv)(v)(vii))	1 September 2025
The health and well-being standard is that— the health and well-being needs of children are met. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— achieve the health and well-being outcomes that are recorded in the child's relevant plans;	1 September 2025

understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding; that each child has access to such dental, medical, nursing, psychiatric and psychological advice, treatment and other services as the child may require. (Regulation (10) (1)(a) (2)(a)(i)(ii)(c)) In particular, the registered person should ensure that the children's health plans and health assessments are available for staff to review. In addition, the registered person should ensure timely attendance at health appointments to enable the review of children's health and medication.	
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to develop socially aware behaviour; encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding; help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; strive to gain each child's respect and trust; understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children;	1 September 2025

are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same; de-escalate confrontations with or between children, or potentially violent behaviour by children. Regulation 11 (1)(a)(b)(c) (2)(a)(ii)(iii)(iv)(viii)(x)(xi))	
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— 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; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; manage relationships between children to prevent them from harming each other; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child’s welfare. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(iv)(v)(vi)) In particular, the registered person should ensure that children’s time spent with friends is thoroughly assessed and staff understand risk assessments and any safety plans, to help them to keep the child safe. In addition, the registered person should ensure that staff report immediately safeguarding incidents and concerns that may occur when they are lone working with children to	1 September 2025

enable safety planning in the home, particularly for car journeys. Furthermore, the registered person should ensure that staff receive the skills necessary to manage children's behaviour, to remain curious about risks, to share relevant information, and record safeguarding concerns immediately.	
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; demonstrate that practice in the home is informed and improved by taking into account and acting on— feedback on the experiences of children, including complaints received; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(c)(d)(e)(f)(g)(ii)(h))	1 September 2025

In particular, the registered person should ensure robust management oversight of incidents and children's care records. This includes the regular review of the home's statement of purpose. In addition, the registered person should ensure that escalations to relevant agencies for the provision of the child's plans, and any specialist assessments, are made in a timely manner to enable staff to meet the needs of the child effectively. Furthermore, the registered person should ensure review or investigations into complaints made and provide timely feedback to children. Most importantly, the registered person should provide visible leadership of the home.	
The registered person must notify HMCI and each other relevant person without delay if— an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; a child protection enquiry involving a child— is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. (Regulation (40) (4)(b)(d)(i)(ii)(e))	1 September 2025
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. The registered person must— 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. (Regulation 45 (1) (4)(a))	1 September 2025

Recommendation

- The registered person should ensure that they keep under review the home's statement of purpose and update the document when changes occur. ('Guide to the Children's Homes Regulations, including the quality standards', page 14, paragraph 3.5)
- The registered person should ensure that the home is maintained to a good standard and that it provides a homely, domestic environment. In particular, ensure that there is a clear plan in place to monitor the completion of any repairs, redecoration and maintenance of the home and garden. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

Children's home details

Unique reference number: SC457435

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: Mark Ullah

Registered manager: Post vacant

Inspector

Tenji Wesa, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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