

SC476236

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private company owns and operates this home. It provides care for up to four children who have experienced adverse childhood experiences and are at risk of exploitation. At the time of this inspection, two children were living in the home, and both spoke with the inspector.

The registered manager post has been vacant since May 2023. A new manager started work in December 2024 and has applied to register with Ofsted.

Inspection dates: 5 and 6 August 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: 1 March 2023

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: A condition was imposed by Ofsted to the home's registration on 28 April 2023. This means the home could not admit children until Ofsted received three months' notice and completed a monitoring visit, to ensure that the home was suitable for children to live there. The monitoring visit took place in February 2025. Following this, the condition was removed. The home is now able to admit children.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/03/2023	Full	Requires improvement to be good
12/10/2021	Full	Good
11/02/2020	Interim	Sustained effectiveness
09/07/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children benefit from living in a home that is clean, well maintained and thoughtfully furnished. The environment provides them with comfortable and welcoming spaces to relax and spend time with others. Children's bedrooms are highly personalised, reflecting their individual preferences and important relationships, which helps them feel a sense of ownership and belonging.

Two children have moved into the home since it reopened. Their moves into the home were carefully planned and sensitively managed. They were given opportunities to visit the home, meet staff and learn about daily routines before moving in. The manager took time to understand each child's needs thoroughly, ensuring that the home and staff were well prepared to meet them. This approach helped to reduce children's anxieties and supported them to settle quickly and positively.

Children receive care that is tailored to their individual needs. Staff work closely with the wider professional network and are guided by the home's therapeutic service to provide consistent and informed support. As a result, children are cared for by staff who are knowledgeable and confident in their approach. This contributes to children's sense of safety and emotional security.

Children are making significant progress in key areas of their lives. Those who had previously disengaged from education have successfully returned to learning. Incidents of children going missing and misusing substances have significantly reduced. And children's relationships with their families have been developed and progressed. These improvements are recognised and valued by families and professionals, who speak positively about the impact the staff have had. One family member said, 'What they do really well is care for people, they are excellent at it.' Another said, 'She [the child] looks happy and healthier. Before she was living a dangerous life, now it is much better, and she seems happy.'

Children's physical health is well supported. Staff are proactive in encouraging children to attend health appointments and engage with services that promote their well-being. For example, both children have stopped smoking since moving into the home, following support from a stop-smoking clinic.

Children enjoy warm and trusting relationships with staff, particularly the manager. They feel confident to share their views and know that staff will listen and respond. This helps children to feel valued and respected and contributes to their overall sense of stability and progress.

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

Children are safer because of the care they receive. Since moving to the home, incidents of children going missing, using illicit substances and their risk of exploitation have all significantly reduced.

Children are helped to feel safe and protected. When children raise concerns or make allegations, staff respond promptly and appropriately. Relevant professionals are informed, and the manager ensures that investigations are carried out thoroughly. Children are kept updated throughout the process, which helps them feel listened to and reassured.

Staff are skilled in de-escalation techniques and use these effectively to prevent incidents from escalating. As a result, physical restraint is rarely used. When it is necessary, it is proportionate and carried out to protect children and others from harm. There have been only two incidents of a child having to be held. Following both incidents, the manager has provided clear oversight which focuses on learning and improving children's experiences.

Because children feel safe, they rarely go missing. There have been only two incidents of children going missing from the home and each time, children returned quickly. When children go missing from the home, staff follow agreed protocols and work closely with safeguarding partners to ensure children are returned safely. After incidents, staff take time to explore the reasons behind children going missing and respond with appropriate support. This helps reduce the likelihood of further episodes and supports children to make safer choices.

Children are supported to understand and manage their emotions. Staff respond sensitively and effectively to incidents of self-harm, drawing on the expertise of the home's mental health worker. Children are helped to develop safer coping strategies, using self-soothing plans and toolkits, which contribute to their emotional well-being.

Positive behaviour is promoted using rewards and encouragement. Consequences are used sparingly and only when necessary. When applied, they are proportionate and clearly linked to boundaries. Children are given the opportunity to comment on consequences, which helps them understand the impact of their behaviour and promotes reflection.

Children are supported to stay safe online. Staff work with them to improve their understanding of digital risks and how to manage them. As a result, one child who previously struggled with online safety is now able to use their mobile phone appropriately and safely.

Although restrictions are reviewed, the arrangements for doing so lack sufficient rigour. The absence of clear timescales for reviewing the use of door alarms, and defined goals that would lead to their removal, means it is not always evident that the least restrictive approach is being taken.

The effectiveness of leaders and managers: good

The home is led by a committed and skilled manager who has strong oversight of all aspects of children's care. She is proactive in identifying issues and addressing them swiftly, ensuring that children's needs are consistently met. Her aspirational leadership promotes a culture of high expectations for both children and staff.

The manager works effectively in partnership with families and professionals. This collaborative approach ensures that children receive care that is well informed, timely and coordinated. As a result, children benefit from consistent support that reflects their individual needs and circumstances.

Feedback from professionals and family members is wholly positive. One family member said, 'I think the time she is going to have there is going to be really helpful because she was in big trouble. She is not anymore.' Another said, 'I'm so appreciative of that place for looking after her.' In addition, a child's social worker described staff as being 'very creative and child focused'.

Staff speak positively about the support they receive from the manager. They feel guided and confident in their roles, particularly in relation to safeguarding. The manager ensures that staff have a clear understanding of how to keep children safe and respond to concerns appropriately.

Staff development is prioritised. Regular team meetings, supervision and training are of good quality and contribute to a reflective and knowledgeable workforce. Staff are encouraged to think critically about their practice and to continually improve. This means that children are cared for by staff who are skilled, thoughtful and responsive.

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

Recommendation

- The registered person should regularly review the use of door alarms and involve children and their placing authority in this process. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.7)

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: SC476236

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: Kira Arlett

Registered manager: Post Vacant

Inspector

John Tomlinson, Social Care Inspector

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