

SC483662

Registered provider: CareTech Community Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This homes privately owned and forms part of a larger social care organisation. It provides care for up to six children with special educational needs and/or disabilities.

The manager has been registered with Ofsted since July 2020. She is suitability experienced and holds a leadership and management qualification.

At the time of inspection, five children were living in the home and spent time with the inspector.

Inspection dates: 16 and 17 September 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: 11 February 2025

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/02/2025	Full	Outstanding
13/12/2023	Full	Good
11/01/2023	Full	Good
07/12/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children experience living in a stable home and are making good progress from their starting points.

Staff understand children's different communication needs. Where children are non-verbal, staff use observations and can interpret the child's body language and emotions to determine their needs. One child has started to use words to communicate; staff encourage the child and offer lots of praise. This good support enables children to express their choices and feel heard.

The children have complex health needs and are registered with relevant health services. Staff work closely with health professionals and support children to attend their appointments. For example, staff ensured that one child's epilepsy medication was reviewed following observations in a change in seizure length. As a result, the child is safer and now has access to rescue epilepsy medication.

Staff speak positively about the children and are proud of them. Children are given certificates and awards to celebrate their achievements. Interactions between staff and children are warm and relaxed, with shared laughter and play. These positive relationships contribute to an environment where children have fun and feel emotionally secure.

Education arrangements are in place for all children, and staff work effectively with education professionals. When there has been a barrier for one child travelling to and from school, the staff have worked with teachers to support the child. For example, staff now use visual supports to help the child to feel more prepared. This practice has reduced the child's anxiety.

Families are welcomed into the home, and staff support and encourage children to spend time with people who are important to them. This practice helps them to maintain important relationships.

Children access fun activities in the home. There are a wide range of toys and sensory items that support their engagement and development. However, limited access to the community does not fully support children to explore the world around them and benefit from wider social opportunities. Children occasionally enjoy activities in the community. They have enjoyed visiting the cinema and going bowling and to the safari park.

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

Staff respond well in the event of a medical emergency. They have a good understanding of children's health needs and follow agreed protocols. When children need to stay in

hospital, staff remain with them to offer support to the medical staff and help care for the children. This ensures children feel safe and loved.

When children hurt themselves, staff respond well. They use effective support strategies that de-escalate situations. For example, one child who hits their head is supported with distraction techniques, and staff ensure that safety head equipment is always available. This helps the child to calm quickly and helps keep them safe.

Medication is managed carefully in the home, and staff competency checks are regularly carried out by the managers. As a result, there have been no medication errors in the home, and staff are confident in administering medication in line with prescribers' directions.

Many of the children have specialist equipment. The manager ensures that equipment is well maintained and serviced regularly. Staff receive training in areas such as gastrostomy feeding, manual handling and seizure management. This ensures that children's complex health needs are understood and managed well.

There are effective safer recruitment processes in place. This reduces the risk of children being cared for by unsuitable people. Furthermore, there is a detailed induction for all staff working in the home.

Staff speak confidently about safeguarding responsibilities. However, on one occasion, staff did not follow the home's safeguarding procedures, and there was a delay in reporting a concern that had the potential to place children at risk. Managers have investigated the concern with staff to prevent a reoccurrence.

Three children use restrictive sleep devices (safe beds). One child has had this reviewed recently by an occupational therapist. However, for two other children, their restrictive sleep devices have not been reviewed by the manager or professionals for some time. This impacts on the manager's ability to know if the safe bed is still appropriate and the least restrictive option.

The effectiveness of leaders and managers: good

Managers speak confidently about the children and know them well. They are dedicated and passionate. Staff speak positively about the support they receive. One staff member said, 'They are there for me and listen if I need any help.'

Regular, effective supervision takes place with staff. This supports them to reflect on their practice and identify any areas for development. Additionally, monthly team meetings are informative and are used to have open discussions about the children and improve staff practice.

Managers use effective monitoring systems. This means that they have a good understanding of the home's strengths and areas for development. Furthermore,

managers use research to inform practice, which helps to improve the care children receive. For example, a new night protocol was implemented to ensure night staff understand their responsibilities and the possible risks posed to children with complex health needs when they are sleeping.

There is good multi-agency working with professionals and parents. They speak positively about the manager and staff. They recognise the progress children make. One child's social worker said, '[Name of child] always seems really happy and content when I visit.'

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 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— 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; and are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2)(a)(v)(vi)(vii)) In particular, the registered person must ensure that staff understand their roles and responsibilities in relation to safeguarding, that they report concerns without delay and that the home's child protection policies are followed.	30 October 2025
Restraint in relation to a child is only permitted for the purpose of preventing— injury to any person (including the child); serious damage to the property of any person (including the child); or a child who is accommodated in a secure children's home from absconding from the home. Restraint in relation to a child must be necessary and proportionate.	30 October 2025

(Regulation 20 (1)(a)(b)(c) (2)) In particular, the registered person must ensure that mechanical restraints in place for children, such as safe beds, are reviewed regularly, that appropriate professionals are involved in the planning of their use and that these are deemed the least restrictive option.	
The enjoyment and achievement standard is that children take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, cultural, intellectual, physical and social interests and skills. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— develop the child’s interests and hobbies; participate in activities that the child enjoys and which meet and expand the child’s interests and preferences; that each child has access to a range of activities that enable the child to pursue the child’s interests and hobbies. (Regulation 9 (1) (2)(a)(i)(ii)(b)) In particular, the registered person must ensure that children are able to access activities in the wider community and that any barriers are identified and addressed.	30 October 2025

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: SC483662

Provision sub-type: Children's home

Registered provider: CareTech Community Services Limited

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

Responsible individual: Shelley Whiting

Registered manager: Sarah McConnell

Inspector

Kirsty Truesdale, Social Care Inspector

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