

2815210

Registered provider: Silver Birch Care (Residential Services) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is registered to provide care for up to three children with emotional and/or behavioural difficulties.

The home and the manager registered with Ofsted in July 2025. Since then, one child has lived at the home.

Inspection dates: 2 and 3 December 2025

Overall experiences and progress of children and young people, taking into account **good**

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

The effectiveness of leaders and managers **outstanding**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

The child benefits from highly individualised, well-planned care. Since the home opened, staff have taken the time to understand the child's history and previous experiences. This insight has informed the development of a nurturing, calm and highly structured environment in which the child is making meaningful early progress.

The home's therapeutic ethos, underpinned by the consistent use of a therapeutic model, is central to this progress. The child is steadily building trusting, positive relationships with adults. They report feeling able to talk to any member of staff, reflecting a strong sense of emotional safety and a consistency of relationships across the team. Interactions are purposeful and well timed. Key-work sessions provide immediate support following incidents, while planned thematic sessions help the child to understand their emotions, develop life skills and work towards increasing independence.

Staff have been particularly effective in advocating for the child's educational needs, supporting renewed engagement and preparation for external education.

The child's day-to-day experiences are positive, consistent and nurturing. Staff make it clear that the child is valued, contributing to the child's increased motivation, engagement and willingness to participate in constructive activities. The child is showing greater interest in learning life skills, exploring hobbies and preparing for semi-independent living. Feedback from professionals highlights optimism about the progress that the child is making and their potential readiness for the next stage of their lives.

The child's rights, views and entitlements are promoted effectively. Their voice is reflected in daily decision-making and planning, and staff ensure that the child understands the reasons behind routines, expectations and boundaries. Staff are highly effective in creating a sense of stability, reducing risks and consistently prioritising the child's needs.

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

The home provides a well-structured environment where risks for children are clearly identified, understood and managed effectively.

Staff invest significant time in understanding the child's complex history. This results in detailed and dynamic risk assessments that enable a prompt response to emerging concerns, and plans that ensure that interventions remain therapeutic, proportionate and tailored to the child's needs.

Staff's practice directly contributes to the child becoming safer, with notable reductions in violence, episodes of them going missing and other risks. Challenges are managed

through calm, therapeutic responses that build confidence and self-regulation. Consistent, predictable boundaries and the well-embedded therapeutic model create a cohesive, supportive environment. As a result, the child is showing improved emotional regulation, self-care and engagement in social activities.

Procedures for responding to missing-from-home episodes are robust. On the very few occasions that the child has gone missing, staff have followed the Philomena Protocol consistently, ensuring timely reporting, appropriate escalation and reflective return home work. Assessments demonstrate strong analysis of triggers, vulnerabilities and protective factors. Staff maintain high levels of vigilance in relation to potential exploitation or criminal influences.

Safer recruitment is robust, helping to ensure that only suitable adults work in the home.

All staff receive comprehensive safeguarding training, including in areas such as exploitation, self-harm, neglect and radicalisation. Psychological first-aid training and regular clinical consultations further strengthen staff insight into trauma and risk.

Overall, the home provides a safe, protective and reflective environment where the child can stabilise their emotions, feel secure and begin to make positive changes.

The effectiveness of leaders and managers: outstanding

The leadership and management of the home are highly effective. The leadership approach is consistently embedded, informed by learning from the provider's sister home, which is also overseen by the registered manager and responsible individual.

Leaders and managers uphold a culture of high aspiration, positivity and ambition, for both children and staff. They set clear, high expectations, informed by robust recruitment, induction, supervision and appraisal processes. Training is purposeful and clearly linked to improving outcomes for children, both during their time in the home and as they prepare for independence and adulthood. Leaders' vision extends to supporting children to break generational cycles and develop the personal skills needed for stable adult lives.

The registered manager leads by example and promotes creativity, reflective thinking and innovation. The therapeutic model is fully embedded into daily practice, consistently modelled by leaders and followed by staff. Supervision sessions and team meetings encourage professional curiosity, reflective practice and a strong focus on trauma-informed care.

Leaders have an accurate and analytical understanding of the home's strengths and areas for development. When shortfalls arise, leaders act swiftly and effectively.

Workforce development is a key strength. As part of the retention strategy, staff benefit from well-considered terms and conditions, high-quality induction, ongoing training and robust appraisal processes. Clear progression pathways support staff to develop their careers within the organisation, including into leadership roles.

Multi-agency relationships are effective and purposeful. Leaders maintain strong communication with local authorities, health professionals, education providers and specialist agencies. They advocate robustly for children, particularly when external services are slow to respond. This has been especially important in securing educational opportunities and addressing risks related to exploitation.

Leaders promote equality, diversity and inclusion, ensuring that children's views and experiences inform daily routines, decision-making and future planning. Monthly clinical consultations reinforce consistent trauma-informed practice and strengthen the team's understanding of children's needs.

Overall, leadership is aspirational, reflective and highly effective. The home provides a safe, nurturing and progressive environment that supports children to thrive.

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: 2815210

Provision sub-type: Children's home

Registered provider: Silver Birch Care (Residential Services) Limited

Registered provider address: SBCH House, 212 Ballards Lane, London N3 2LX

Responsible individual: Craig Wallace

Registered manager: Mariam Gbaja

Inspectors

Jenny-Ellen Scotland, Social Care Inspector

Mark Scanlon, Social Care Inspector

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