

# 2808976

Registered provider: Silver Birch Care (Residential Services) Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is privately operated and provides care for one child who experiences social and emotional difficulties.

At the time of this inspection, one child was living at the home.

The home and the manager registered with Ofsted in April 2025.

### Inspection dates: 16 and 17 September 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 home has a warm, homely and welcoming atmosphere. The strength of this home is the positive relationships developed between the child and the staff. Staff provide nurturing and compassionate care.

The child receives individualised care, as reflected in the home's care plan, and is helped to make progress. Staff have a good understanding of the child's lived experience, demonstrating playfulness, acceptance, curiosity and empathy, which are the principles of the home's therapeutic approach. As only one child lives at the home, staff can give more focused attention, ensuring that their interactions are consistent, meaningful and tailored to the child's needs.

Staff are attuned to the child's moods and behaviours and adjust their approach with sensitivity and empathy. This has enabled the child to build strong relationships with staff, contributing to their sense of stability and trust.

The positive relationships the child has developed have helped them feel able to attend to their health needs. For example, the child now feels supported in attending health appointments, such as dental check-ups, which they previously struggled to do.

The child leads a fun and busy life. They enjoy various activities and trips, such as gaming, baking, ice skating, bike riding, visits to a puppy cafe, spa days and holidays.

The child's achievements are celebrated. Staff praise small steps in progress, which reinforces the child's self-esteem. Staff take care to document activities with photos and videos, collating the child's activities and celebrations. These are also used to encourage further discussion with the child in line with their care plan. While there are good examples of these discussions recorded using objective child-friendly language, this is not consistent.

The child is encouraged to express their views at regular house meetings and to plan their weekly activities and meal choices alongside staff. Observations and discussions with the child indicate that they feel able to express their opinions freely. Staff listen respectfully to their views and negotiate effectively to meet their requests.

The child's records, plans and risk assessments are comprehensive. There are some good examples of the child's voice being recorded; however, this is not yet consistent across all documentation. This limits the ability to fully evidence the child's participation in decisions that affect them.

The child is not in formal education but receives home tuition. Staff are proactive and committed to supporting the child's learning. Staff work diligently to identify educational resources and activities in the home to support the child alongside their education

plans. They create a positive learning environment in the home and help the child participate with their education at a pace that suits their needs. Plans are in place to support a gradual transition back into school when appropriate, proactively led by the home's manager.

The home is a modern, well-decorated and well-furnished environment. It is bright, clean, and maintained to a high standard throughout. The child has a large, comfortable bedroom that is tidy and personalised according to their tastes.

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

Staff are aware of the child's vulnerabilities and know how to keep them safe. Staff listen to the child and know them well. Staff are attuned to the child's behaviours and intervene sensitively when they are anxious or concerned. This helps reduce their worries, resulting in fewer behavioural incidents.

Written risk assessments and positive behaviour support plans are thorough, and they help keep the child safe. Safety plans and risk assessments are robust and regularly reviewed in line with any newly identified risks.

Incidents are managed well. Effective and appropriate action is taken in response to incidents. Staff are appropriately trained in de-escalation techniques.

The use of physical intervention is rare at the home. When it is used, the hold is minimal, appropriate and safe. Following incidents, sensitive and reflective discussions take place to address concerns with the child.

Incentives and rewards are effective in promoting positive behaviours. The use of consequences is restorative, assisting the child in reflecting on their behaviour, communicating with the staff, and learning from their mistakes.

Staff consult the in-house psychologist. This enhances staff's understanding of children's triggers for certain behaviours and supports them with implementing strategies to manage situations and prevent escalation.

### **The effectiveness of leaders and managers: outstanding**

The leadership and the management of the home are exceptional. The registered manager demonstrates dedication and commitment to achieving the best outcomes for the child. Despite overseeing two homes, the manager maintains a strong and visible presence, ensuring that the home is run with consistent values, high expectations and a clear focus on the child's needs.

Staff feedback is overwhelmingly positive. One staff member said of the registered manager, 'Our manager is a real inspiration. She shares her knowledge, supports us, and encourages us to grow in our careers. She always takes the time to give us the information and guidance we need.'

Staff are highly motivated and enjoy working at the home. The registered manager has created a culture of trust and pride in the team. Staff are confident in their roles and supported in their development. Staff say they feel valued by their managers and the wider organisation.

The manager spends time developing staff practice and building a cohesive and resilient team. Staff receive regular supervision from the management team, which is meaningful and focused, not only on performance but also on staff development and resilience. The use of reflective practice theory during supervision sessions enables staff to reflect critically on their practice and take ownership of their learning.

The manager knows the child exceptionally well and maintains close oversight of their care and progress. Monitoring systems are robust and used effectively to identify strengths and address any emerging concerns. Decisions are informed by consistent reflective practice and analysis, which contributes to the child's progress and well-being.

The manager advocates effectively on behalf of the child and works collaboratively with other professionals. Daily practice clearly reflects the home's statement of purpose, and the manager ensures that staff consistently uphold the home's values in their work.

Leaders and managers regularly review the quality of care provided to children with independent and internal monitoring, which supports them in identifying and continuing improvements.

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

- The registered person should ensure that staff regularly encourage children to contribute to their records in a way that reflects their voice. ('Guide to the Children's Homes Regulations, including the quality standards', page 58, paragraph 11.19)
- The registered person should ensure that staff understand the importance of careful, objective and clear recording. Staff should record information about individual children in a non-stigmatising way, using child-friendly language that will be helpful to the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

## **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:** 2808976

**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:** Folashade Olayiwole

## **Inspector**

Amanda Burrows, Social Care Inspector

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