

2729935

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 privately owned children's home provides care for up to five children with emotional and behavioural difficulties.

At the time of inspection, four children were living in the home. Two children were spoken to during the inspection.

The manager's post has been vacant since November 2024. A manager has recently been appointed but has not submitted an application to register with Ofsted. At the time of this inspection, suitability of the proposed responsible individual was in the process of being considered in line with Ofsted's process.

Inspection dates: 5 and 6 March 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 **good**

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

Date of last inspection: 9 January 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/01/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children live in a home where they are valued and supported by staff who know them well. Staff and children interact warmly and have strong relationships. Children personalise the environment. Their bedrooms are well decorated and reflect their interests and likes. Staff have also put in place specific items that support children's individual needs, such as a sensory toybox and a calming bench. Some children have pets to care for. Staff proudly display children's artwork on the fridge in the kitchen, which is the heart of the home.

Children attend education and are making progress that is meaningful for them. Where children's school environment does not work for them, staff work with other professionals to find the right school for them. For one child, this has led to increased attendance and no incidents at their new school. A teacher told the inspector how responsive the staff and manager are to the needs of the child she works with, and communication is positive.

Children enjoy a variety of activities that link to their interests. These are thoughtfully provided by staff in the home as well as being community based. For example, children attend football training, drama clubs and a youth club. Professionals note that the home's approach is family-like, which supports children to enjoy their time and achieve well.

Staff spend individual time with children to hear their wishes and feelings and talk to them about areas of risk or worry. For example, when a child had new medication, staff researched this well and spent time explaining its use to the child. Another child was supported with 'travel training' so they could safely develop their road safety as part of fun activities.

Staff encourage children to attend and contribute to meetings about them so they can be central to their plans. Staff support children to spend time with their families in the home and in the community, where possible. For some children, this is developed in line with plans for them to return to live with their families. Children are also supported to maintain regular contact with their brothers and sisters, as staff recognise the importance of these relationships.

When children move into the home, staff and leaders plan this well. Staff visit the children before they come to visit the home. This means that there are familiar faces when children arrive for their visit to the home. This well-thought-through process helps children to settle in quickly.

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

Staff understand children's risks and needs well. Children's risk assessments are thorough and identify ways in which risks can be managed. Staff update these

documents regularly and note any changes that other staff need to know urgently in daily records that all staff access. Good care planning enables routine and structure, as well as targets and incentives to achieve these. Managers have good oversight of staff reading relevant documents. This ensures that staff have the most up-to-date information to help them in their work.

Staff record and manage incidents well. Staff work hard to de-escalate situations, but if restraint is used, it is appropriate, and meticulously documented. Staff carry out key-work sessions to address particular behaviours and risks, which children are fully part of.

Leaders manage allegations decisively and well. They include external professionals and carry out investigations if needed. Where appropriate, staff repair relationships with children after incidents or allegations so that children know that they can safely raise concerns if they need to.

Staff follow the correct procedures when children go missing from their care. Staff look for children and visit addresses that they are known to go to, to ensure that children are safely returned. Leaders escalate concerns to fellow professionals, as required. Staff encourage children to stay close by providing activities and opportunities for children to spend time with them. When children return home after being missing, children are given the opportunity to talk to staff or other professionals. This emphasises to children that staff are interested in them, and that they care.

Staff complete room searches when concerns warrant this. Children are clearly told about these and included where possible. Staff engage with external professionals, such as the police, who, for example, talk with children about the dangers of weapons and the potential consequences of having these.

The effectiveness of leaders and managers: good

Since the last inspection, there have been several changes in the leadership of the home. The registered manager left in November 2024. This post was filled for only a very short period before becoming vacant again. In addition, there has been a change of responsible individual. The deputy manager was supported to develop their skills and knowledge and has recently been appointed to manage the home. This manager knows the staff and children well and is working towards the appropriate management qualification. They have not yet applied to Ofsted to register as the manager.

Staff receive a good-quality induction into the home and have access to extensive training opportunities. This means that staff are skilled and able to provide good-quality care to children. Staff have regular supervision and appraisals. These are reflective and help staff to support children's needs. Staff meet regularly as a team, and the manager uses research to develop staff practice in these meetings.

The manager has useful tools to monitor the home and oversee the care and progress that children are making. As a result, any shortfalls are noted, and support is put in place

to meet children's needs. The manager also has strong oversight of staff development and the timeliness of training.

Staff morale is high. Staff said that they feel supported by leaders and the manager. The manager has incentives in place, such as staff member of the month, which gives staff an opportunity to celebrate each other, and maintain positive relationships.

External professionals are complimentary about the manager and staff and how they work with children. They also note the progress that children have made with staff support.

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
<p>A person may only manage a children’s home if—</p> <p>the person is of integrity and good character;</p> <p>having regard to the size of the home, its statement of purpose, and the number and needs (including any needs arising from any disability) of the children—</p> <p>the person has the appropriate experience, qualification and skills to manage the home effectively and lead the care of children; and</p> <p>the person is physically and mentally fit to manage the home; and</p> <p>full and satisfactory information is available in relation to the person in respect of each of the matters in Schedule 2.</p> <p>For the purposes of paragraph (1)(b)(i), a person has the appropriate experience and qualification if the person has—</p> <p>within the last 5 years, worked for at least 2 years in a position relevant to the residential care of children;</p> <p>worked for at least one year in a role requiring the supervision and management of staff working in a care role; and</p> <p>by the relevant date, attained—</p> <p>the Level 5 Diploma in Leadership and Management for Residential Childcare (England) ("the Level 5 Diploma"); or</p> <p>a qualification which the registered provider considers to be equivalent to the Level 5 Diploma. (Regulation 28 (1)(a)(b)(i)(ii)(c) (2)(a)(b)(c)(i)(ii))</p>	<p>30 April 2025</p>

<p>In particular, the manager must submit an application to Ofsted so that their fitness to manage the home can be assessed.</p>	
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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: 2729935

Provision sub-type: Children's home

Registered provider: SILVER BIRCH CARE (RESIDENTIAL SERVICES) LIMITED

Registered provider address: S B C H House, 212 Ballards Lane, London N3 2LX

Responsible individual:

Registered manager: Post vacant

Inspector

Salean Bryant, 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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