

# 2662095

Registered provider: Cameron & Cooper Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is operated by a private organisation. It provides care for up to 2 children who may experience social, emotional and mental health difficulties.

At the time of this inspection, 2 children were living at the home.

The manager has been registered with Ofsted since February 2025.

### Inspection dates: 18 and 19 March 2026

**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:** 18 March 2025

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
18/03/2025	Full	Good
07/09/2023	Full	Good
05/04/2022	Full	Good

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Children are happy, well cared for and like living in the home. Managers and staff have developed strong, positive connections with children, who seek them out for affection and support. Managers and staff know children well and engage with them on a level suited to their individual needs and personality. As a result, children are settled and confident about asking for help when they need it.

Staff listen to children and value their views. They talk to children about things that are important to them and involve them in day-to-day decisions in the home. For example, children are invited to choose decorations for bedrooms and communal areas. This gives children a sense of ownership and belonging.

Children have made good progress from their starting points. Boundaries, consistent care and encouragement help them overcome personal challenges. For example, both children, who were not going to school are now attending regularly, which is a huge achievement for them.

Managers advocate for children's relationships with their families. They take action to maintain relationships in complex situations and keep children's best interests at the centre of plans. As a result, children are sustaining relationships with the people who are important to them and spending quality time with family.

Staff encourage children to access a wide range of activities. This means children are helped to explore their talents and interests. One child who likes wrestling and swimming attends weekly clubs to develop their talents. One child who prefers spending time with staff is supported to try new experiences at a pace they are comfortable with. This helps children develop as individuals and increase their social confidence.

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

Children's safety and well-being is a priority in the home and there is a positive safeguarding culture. Risk assessments are thorough and staff know how to respond to difficult situations to keep children safe. Staff understand children's triggers and set appropriate boundaries around what is safe and acceptable. As a result, there have been no physical interventions since the last inspection.

Staff understand children's strengths and vulnerabilities. There is a strong focus on helping children understand the risks they may experience, rather than restricting them. Following incidents, staff explore children's thoughts and feelings in a positive way. This includes learning and reflection on what happened, to help children find ways to be increasingly safe.

Since the last inspection, managers navigated an unsettled period of increasing safeguarding concerns for one child who previously lived in the home. Staff recognised that the child's behaviours were a form of communication and agreed strategies to reduce the risks. When concerns escalated, managers worked closely with social workers to review the placement and agree a plan for the child to move on.

Missing from care incidents are managed well, and staff go above and beyond to stay with children if they leave the home. When children go missing from care, staff respond by informing the relevant professionals and seeking help. Managers and staff understand the complex factors affecting children and help them to explore better ways to manage their emotions. When serious concerns have arisen, there has been a robust coordinated response from the professional network to ensure that the risks are monitored and reduced as far as possible.

Children's complaints and allegations are taken seriously by managers. They are consistently followed up in an open and transparent manner. Managers consult with the local authority designated officer to ensure that concerns are always listened to and investigated. Complaints that involve staff practice are reviewed so managers can establish the facts, and staff are able to reflect on practice. Children are updated about the outcome, and when appropriate they have meetings with staff to restore relationships.

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

Managers are dedicated, aspiring and forward thinking. They are insightful about the strengths and weaknesses of the service and reflective about the challenges experienced by staff and children. They have worked hard to shape the home into an environment where children feel valued and are helped to flourish.

Managers have excellent oversight of the children's experiences and internal monitoring systems which are reviewed to continually develop the service. For example, managers are implementing the use of child centred language in records. This means staff think carefully about what they write and ensure that children's views are captured.

Managers have made significant improvements in the stability of staffing. They developed a rigorous recruitment process to ensure new staff have a value base that supports the homes ethos and approach. As a result, this culture has been embedded in the service, and is recognised by children, staff and professionals.

Staff benefit from a thorough induction, training plan and regular supervision. This helps them to feel supported, build positive relationships with children and feel confident in their role. Staff say they feel supported by managers, there is a strong sense of teamwork and excellent communication systems. One staff member described the service as 'a very caring environment' with a 'strong, reliable, resilient team'.

Medication management is exemplary. One child has complex medical needs that require vigilant monitoring and expert knowledge to manage. Guidance for staff and systems in place are clear, well organised and detailed. Staff have appropriate training and a comprehensive understanding of how to support the child through applying a high standard of care and attention. As a result, there have been no medication errors and the child's health needs are being well met.

Professionals speak highly about the managers and the child centred care provided by staff. They say children have a trusted person they can talk to and staff manage children's complex needs well. One social worker said staff have helped one child 'come out of their shell' and be the most 'stable they have ever been'. As a result, they say the child is the 'happiest I have ever seen them'.

## **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:** 2662095

**Provision sub-type:** Children's home

**Registered provider:** Cameron & Cooper Limited

**Registered provider address:** Unit 7, Belhaven House, 67 Walton Road, East Molesey, Surrey KT8 0DP

**Responsible individual:** Wayne Grey

**Registered manager:** Lauren Fenton

## Inspector

Shirin White, Social Care Inspector

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