

SC040642

Registered provider: Surrey County Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and operated by a local authority and provides care for up to five children with social and emotional difficulties. Five children were living at the home at the time of the inspection.

The manager has been registered with Ofsted since September 2020.

Inspection dates: 21 and 22 August 2024

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

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

The effectiveness of leaders and managers **Good**

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

Date of last inspection: 6 September 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 06/09/2023 | Full | Good |
| 15/02/2023 | Full | Good |
| 27/04/2021 | Full | Outstanding |
| 10/12/2019 | Full | Outstanding |

Inspection judgements

Overall experiences and progress of children and young people: good

Children and staff build strong relationships that are based on trust. Staff know the children well and children's care is personalised. Positive interactions between children and staff lead to positive experiences for children living at the home. Children said that they like living at the home and staff are good.

Children are in education and their achievements are celebrated. Education provision is being found for a child who moved into the home recently. One child has completed exams and received good results that will support their further education. When one child struggled to attend their education provision full time, the home's staff ensured that alternative plans were in place. Therefore, children are well supported by staff to achieve academically.

Staff have a good understanding of children's developmental needs. One child receives additional and consistent support from staff to help them learn to read. Staff also read to some children as a part of their bedtime routine. Children experience a structured and caring approach from staff.

The interactions between the children are positive most of the time, and children are aware of each other's different needs. Staff are good at engaging the children in their personalised routines and supporting them in group activities at the home and in the community. Most children benefited from a group holiday during the summer break.

Children are supported by staff to develop their independence skills, according to their individual needs. Some children can cook and do their laundry, and others learn how to stay safe in the community. One child lives independently in the flat in the same building as the home, a move which was achieved gradually. This child said that they like it this way and staff are nearby should they need them. Staff help children to spend time with their family and support their return to the family home in line with agreed plans.

Children's wishes and feelings are listened to and respected. Children said they can tell staff if they want anything and they discuss their views and wishes during community meetings. Children are consulted after incidents and their views are acknowledged and respected. Children said they know how to make a complaint, but they have not had to.

Children benefit from a consistent housekeeper who is in the home on weekdays. Apart from daily housekeeping duties, an informal role of 'nan' has unintentionally developed. Children benefit from this and enjoy her presence.

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

The registered manager and staff are proactive and creative in their safeguarding practice. Staff have an excellent understanding of the children's risks and behaviours.

Each week, staff and managers review and update supportive behaviour strategies, which are discussed with the children. A transparent method of working between children and staff and other appropriate professionals supports the children to make positive changes.

Staff carry out extensive work with the children to educate them about known risks and possible risks in the wider community. This has had a positive impact in reducing risks for the children, meaning they are safer. Children accept staff guidance and support. The children are instrumental in creating strategies for staff to use to de-escalate situations.

When children go missing from home, staff put all their efforts into locating them and preventing such incidents occurring again. Staff have good knowledge of safety protocols and always follow them. Staff are consistent in their approaches to supporting the children. This has had a positive impact on the reduction of challenging behaviours.

Positive relationships between staff and the children, based on trust and respect, mean staff are effective in supporting children and de-escalating incidents without the use of physical restraint.

The manager follows up any safeguarding concerns and allegations in an exceptional manner. Safety actions are implemented without delay and the required professionals are informed and consulted. The manager has positive links with a range of professionals, including the police. The manager has regular meetings with police, which creates an additional layer of safeguarding for the children.

The manager is instrumental in seeking information about new children who move into the home. The information received about the children is clearly recorded in detailed risk assessments that provide strategies for staff to support the children. Furthermore, transition plans are helpful and allow children to feel welcomed and settled in the home.

One child has been away from the home for some time due to a specific need. However, staff have worked relentlessly to support their needs when living in the home and continue to support them while away from the home.

The effectiveness of leaders and managers: good

The manager works proactively with external professionals and various agencies. She escalates her concerns and appropriately challenges others when the children's needs are not being met. Therefore, children's views are advocated for and escalated when needed.

Feedback about the manager from external professionals and staff at the home is very positive. The manager is well respected. Staff said she is supportive and works hard to help them and the children.

The manager uses various tools to monitor the children's records and their progress. The quality of the manager's oversight is good, and there is learning and reflection with staff and the children.

The manager has a good understanding of staff's strengths and weakness. There are clear development plans for staff, to support their continued development. Regular supervisions allow space for staff to reflect and develop.

The home is well staffed. Occasionally, agency staff are used. These staff are known to the children, ensuring consistent care. All staff have completed the home's required mandatory training.

Managers and leaders have not demonstrated sufficient assessment or review of the need to lock the kitchen door at night. This has the potential to unnecessarily restrict the children from accessing the kitchen.

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>The registered person must ensure that—</p> <p>children can access all appropriate areas of the children’s home’s premises; and</p> <p>any limitation placed on a child’s privacy or access to any area of the home’s premises—</p> <p>is necessary and proportionate;</p> <p>is kept under review and, if necessary, revised.</p> <p>(Regulation 21 (b)(c)(ii)(iii))</p> | <p>7 October 2024</p> |

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: SC040642

Provision sub-type: Children's home

Registered provider: Surrey County Council

Registered provider address: Surrey County Council, Quadrant Court, 35 Guildford Road, Woking GU22 7QQ

Responsible individual: Lisa Wade

Registered manager: Rebecca Hanifan

Inspector

Sonata Brisley, 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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