

1221437

Registered provider: Potensial Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is operated by a large independent national provider. This home is registered to care for up to five children. The home operates as a short-breaks provider. There are currently 16 children who visit for short breaks and three children receiving extended breaks. During the inspection, four children were visiting. The inspector spent time with the children.

The manager registered with Ofsted in March 2016.

Inspection dates: 12 and 13 March 2025

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 26 June 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/06/2023	Full	Good
14/06/2022	Full	Good
23/08/2021	Full	Good
17/07/2019	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

The home is creatively decorated with the children's sensory needs in mind. There are lights, colourful motifs, a variety of textures and the children's artwork adorning the walls. There are also many pictures of children from both the past and present. This adds to the homely atmosphere of the home and demonstrates the high regard in which children are held by staff. The staff are particularly proud of the updated bathroom, which has been decorated with an under-the-sea theme, including electric candles, frogs and fairy lights. The children helped to design the room and everyone won an internal award for this. The room is now a firm favourite of the children.

Staff know the children very well. They talk with pride about the children, and it is important to them that children have a fun, positive experience while they are visiting the home.

Children make progress against their targets, which are reviewed monthly. Targets are tracked in a narrative format to describe how children are progressing. Targets do not change regularly, ensuring that a new skill or achievement is secure before moving on. It can be difficult to understand how children have reached this point due to the targets which do not help staff and families understand incremental progress. Successes are celebrated through certificates of achievement.

Children's views are sought and acted on using a variety of methods, such as Picture Exchange Communication System style questionnaires. When children are not able to fully communicate their own thoughts verbally, staff look to understand what children are feeling and what they may be communicating through close observation of behaviours and body language.

Parents are overwhelmingly positive about the service the home provides. They report that a home-from-home experience is provided where children can feel safe and have fun. They report communication is excellent with the home's manager, who they feel goes above and beyond to help them and their children.

Children enjoy a wide variety of activities, including swimming, beach walks, chip-shop chips and visits further afield to places such as Longleat to see the Christmas lights which has helped children's social development.

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

There are very few incidents relating to the children's behaviours. This is because staff know children very well. They are attuned to the children's needs. Being a low-demand environment contributes towards the low level of incidents. This can also be credited to the staff having an in-depth understanding of the children's needs and personalities to use as a basis for careful matching. This is a particular strength of the home. Staff

recognise that children thrive on routines and feel safe when they know what to expect. Therefore, staff ensure that children have the same room when they visit the home and follow established routines. Good quality care and support plans detail how staff should care for children. These are followed effectively in practice.

Staff know children well and as a result recognise when children may be feeling anxious or worried. Staff are then able to take the appropriate actions to help the child feel calmer. Staff use records well to track incidents on behaviour forms. They then use the forms as a basis to improve how children are supported. However, the format of the forms does not make it clear what action staff take during these concerns and, therefore, how the manager knows they are following the plans.

There have been no medication errors, and staff competency is reviewed at least twice a year. However, medication is not always administered as prescribed, which may leave children at risk of medication being improperly used. There is no consultation with the wider professional network to oversee changes in administration, and no review system in place to ensure that the method of administration is correct and, in the child's best interests.

The effectiveness of leaders and managers: good

The manager has created an environment where children can flourish. She has an established staff team that is confident in how to support children and meet their needs well. Staff are enthusiastic to attend new training opportunities. Staff report they feel well supported and benefit from regular supervision and team meetings.

Supervision sessions and team meetings are held every month and have a clear agenda. However, not all children are discussed in detail, and there is limited opportunity for in-depth reflection around practice. While there is a strong culture of professional challenge on a day-to-day basis, this is informal and limits the opportunity to reach all staff reach all staff.

The manager has fostered excellent relationships with partner agencies. She understands when and how to escalate and share information. She attends meetings, such as personal education plan reviews, and participates actively in child protection meetings and processes. Fellow professionals report an exceptionally positive working relationship with the home, noting that it is child led and child focused.

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
The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. In particular the registered person must ensure that— medicine which is prescribed for a child is administered as prescribed to the child for whom it is prescribed and to no other child. (Regulation 23 (1) (2)(b))	11 April 2025

Recommendations

The registered person should ensure that it is clear what progress is made against targets so it can be seen where there is a need for a new one to be set. ('Guide to the Children's Homes Regulations, including the quality standards', page 14, paragraph 3.2)

- The registered person should have systems in place so that all staff, including the manager, receive supervision of their practice, which allows them to reflect on their practice and the needs of the children assigned to their care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.2)
- The registered person should ensure that incidents are subject to systems of regular scrutiny, in particular when considering whether staff are following children's plans. ('Guide to the Children's Homes Regulations, including the quality standards', page 46, paragraph 9.36)

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: 1221437

Provision sub-type: Children's home

Registered provider: Potensial Ltd

Registered provider address: Potens, 68 Grange Road West, Birkenhead CH41 4DB

Responsible individual: Bettina Jeppesen

Registered manager: Sarah Kington

Inspectors

Clare Nixon, Social Care Inspector

Sally Shakespeare, Social Care Inspector

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