

1249111

Registered provider: Serenity Care Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and run by a private organisation. It provides care for up to two children who may experience attachment issues and social and emotional difficulties because of their childhood experiences. At the time of this inspection, two children were living at the home.

The manager registered with Ofsted in February 2022.

Inspection dates: 23 and 24 July 2024

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

Date of last inspection: 4 October 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/10/2023	Full	Good
22/11/2022	Full	Good
12/07/2021	Full	Good
18/05/2021	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

Children receive attentive and nurturing care, and they like living in the home. Staff are committed to creating a homely environment and helping children to enjoy a range of experiences and make progress. Staff have a sound understanding of children's risks, strengths and vulnerabilities. Support is carefully planned to ensure that it is child centred and personalised.

Children have been helped to quickly settle and develop strong relationships with staff which are built on trust, respect and clear boundaries. These relationships have helped children to build confidence, understand their experiences and move forward, particularly in relation to their ability to talk about their feelings and spend time with others.

Children feel that they can speak to staff about any worries that they have and that they will be listened to. Children's complaints are robustly responded to, and children are kept up to date about any follow-up action that takes place.

Staff promote inclusivity and support children to explore their identity and to be who they want to be. Children feel safe in speaking to staff about their identity and being helped to understand their feelings.

Children have had mixed experiences in being able to attend school. However, proactive action is taken to ensure that they have appropriate access to education. Where insufficient opportunities have been offered to children, this has been challenged by managers, who take positive steps to secure long-term placements. Children have been involved in this decision-making process and staff advocate to ensure that their voice is heard.

Managers work hard to ensure that children have positive contact with their family, and children's views and wishes are kept at the centre of plans. They sensitively manage family contact where this is appropriate and work together with professionals to ensure that children have the support network that they require.

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

Staff have a good understanding of their responsibilities to keep children safe. When concerns arise, they take appropriate action and work closely with the wider professional network, such as social workers and child and adolescent mental health services, to make sure that children get the support they need to stay safe. Following incidents, staff explore children's thoughts and feelings in a positive way, which includes restorative actions to help children find ways to be increasingly safe.

Risk assessments and behaviour support plans for the home are clear, detailed and reviewed regularly, so the current picture for the child is available. This information helps

staff to understand what behaviours mean, guides them in how to respond effectively and help children feel more settled. Follow-up discussions with children evidence how they are also being taught how to become safer.

Staff are confident in discussing risks, such as substance misuse, with children in a manner that is individualised to their needs. Staff talk to children about what happened and why. They are mindful of how substances may be used to help manage emotions while also educating children about the risks.

Children do not routinely go missing from this home. When incidents have occurred, staff have followed protocols and ensured that children have been supported to return safely. On one occasion, the staff team was able to quickly respond and professionally manage an extended incident while communicating with emergency services and staying with the child in a high-risk situation.

Managers liaise with professionals appropriately when complaints involve allegations and take action to understand learning that can be applied to team development. Complaints that involve staff practice are investigated appropriately and sensitively so that managers can establish the facts and staff are able to reflect on practice.

The effectiveness of leaders and managers: outstanding

Leaders and managers create a culture of aspiration and positivity, which is embedded throughout the service. The managers have high expectations, and the staff team is confident and passionate about helping children to progress and have positive experiences.

Managers have a detailed knowledge about children's individual histories and how these impact on their lives. Therefore, managers are aware of what flexible support the children need. Managers speak about children with warmth and a determination for them to have the best possible outcomes. Where there are delays in the provision of the support children need from the wider network, these are continuously challenged, and managers find creative ways to resolve any ongoing difficulties to ensure that children are not left waiting for answers from the wider professional team.

The managers work together very closely to ensure that the home is well resourced and that staff are enabled to manage complex challenges they face with resilience and confidence. Managers go above and beyond to look after the staff team. When staff face challenges, they are offered adjustments far beyond a standard response. Staff hold managers in high regard. They feel valued and invested in, and they talk about how current managers have improved the home. As a result, the home has a consistent team of staff who can provide a stable base for children to thrive.

The home has experienced a high number of challenges in the last 10 months, and these have been met with a resolve to help children and make sure that they feel safe and cared for. Where managers identify that the staff are no longer able to meet a child's needs, action is taken to help children move on, and they support them effectively in the

transition process. Children leave the home with positive memories. For some children, relationships continue into adulthood.

Staff are rotated to work across two homes, which is managed in a way that benefits children and staff. Children like being able to see a range of staff. Equally, staff have a chance to work with different children, which broadens their capabilities in a natural manner that does not interrupt the flow of the support provided.

Management oversight of the home is robust. Managers act on information they receive to develop creative systems to help children to feel welcome and involved in the home. For example, children have individualised welcome packs, a monthly newsletter to celebrate their achievements and photo books to remember special activities and events in their lives. The manager has successfully built a comfortable place for children to live and feel at home.

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

Recommendation

- The registered person should actively seek independent scrutiny of the home and make best use of information from independent and internal monitoring (including under regulations 44 and 45) to ensure continuous improvement. In particular, the independent visitor should regularly seek feedback from relatives of children, where they consent, and it is appropriate. ('Guide to the Children's Homes Regulations, including the quality standards', page 55, paragraph 10.24)

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: 1249111

Provision sub-type: Children's home

Registered provider: Serenity Care Homes Limited

Registered provider address: Wild at Heart, Forest Road, Thorney Hill, Bransgore, Christchurch BH23 8DZ

Responsible individual: Deborah Lymbery

Registered manager: Georgina Angell

Inspector

Shirin White, Social Care Inspector

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