

1258831

Registered provider: Arc-HD Services Ltd

Assurance 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. The home provides care for up to three children who have social, emotional and mental health difficulties. Three children were living at the home at the time of the inspection.

The manager registered with Ofsted in August 2024.

Inspection date: 12 February 2025

Date of last inspection: 29 October 2024

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At these inspections, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious and widespread concerns in relation to the care or protection of children at this visit.

Leaders and managers have made positive progress against the requirements and recommendations that were made at the last full inspection in October 2024.

Children speak positively about the relationships they have built with staff. Children like that staff support them to engage in elements of their culture that are important to them. Children are encouraged to take part in activities they enjoy, including sewing and crocheting, and they have asked for a sewing machine. This has been agreed by the manager to develop the children's passion for this activity.

Children are supported to spend positive time with family. Proactive plans are in place for staff to follow if family time does not go as planned. These plans allow staff to feel confident to manage unforeseen situations.

Staff understand their roles and responsibilities in safeguarding the children and take necessary action to ensure that children are safe. Staff have implemented measures to ensure that children are safe when using devices and accessing the internet. Staff respond well when children are at risk. Individual plans for children highlight risks and give staff clear guidance on how to respond to these risks.

Safeguarding concerns are well managed, and children are supported through the process. Senior leaders thoroughly investigate safeguarding concerns and children are kept informed of the decisions made. Leaders and managers are not afraid to challenge staff practice when it falls below expected standards.

Missing-from-home episodes are rare. However, when children have gone missing from home, there has been a well-coordinated response from staff to ensure their safe return. Children are given the opportunity to discuss why they went missing from home and what staff can do to prevent this from recurring.

The manager supports staff to improve their practice. She uses supervisions to explore staff's decision-making processes. This allows staff to reflect on their actions and develop strategies to manage situations better in the future.

The manager has challenged external professionals when decisions have been made that are not in the best interests of the children. This has improved outcomes for children.

Leaders and managers have made improvements to ensure that the environment is homely for children. Private information for children is now primarily stored online and not displayed in the office. This means that children can talk to staff in the office without any privacy concerns.

Staff contribute well to team meetings, and recorded notes are thorough. However, leaders and managers have not routinely identified actions set in team meetings or who the action has been allocated to. This is a missed opportunity to ensure that tasks are completed. This recommendation has been restated.

The manager has developed monitoring and reviewing tools. The manager now reviews documents weekly and shares her audits with senior leaders for additional review. As a result, her oversight of the home is improving, but some shortfalls remain. The manager was unaware whether she had some documents for children, and unclear information in some reports was missed. Part of this requirement has been restated.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/10/2024	Full	Requires improvement to be good
19/03/2024	Full	Good
27/09/2022	Full	Good
27/01/2022	Full	Good

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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h))	24 March 2025

Recommendation

- The registered person should ensure that the home's policies and procedures are followed to ensure that children who live there benefit from them. In particular, the registered person should ensure that any actions resulting from team meetings are identified and reviewed to ensure that they have been completed. ('Guide to the Children's Homes Regulations, including the quality standards', page 54, paragraph 10.20)

Children's home details

Unique reference number: 1258831

Provision sub-type: Children's home

Registered provider: Arc-HD Services Ltd

Registered provider address: Arc H D Services, Wessex House, Upper Market Street, Eastleigh SO50 9FD

Responsible individual: Lee Roberts

Registered manager: Jessica Smith

Inspector

Louise Webling, Social Care Inspector

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