

# 2547560

Registered provider: Ownlife Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This privately run home provides care for up to 3 children who experience social and emotional difficulties.

This home registered with Ofsted in November 2019. The manager registered with Ofsted in July 2022 and is suitably qualified.

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

### Inspection dates: 28 and 29 January 2026

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| How well children and young people are helped and protected | good |
|-------------------------------------------------------------|------|

|                                           |      |
|-------------------------------------------|------|
| The effectiveness of leaders and managers | good |
|-------------------------------------------|------|

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

**Date of last inspection:** 5 June 2024

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement            |
|-----------------|-----------------|---------------------------------|
| 05/06/2024      | Full            | Good                            |
| 24/01/2024      | Full            | Requires improvement to be good |
| 22/02/2023      | Full            | Good                            |
| 21/04/2021      | Full            | Good                            |

## **Inspection judgements**

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

Children living at the home make good progress from their individual starting points. Managers plan carefully to ensure children experience a smooth transition. Before moving in, children visit the home and choose their bedrooms, including how they would like them decorated. This supports children to settle quickly into their new surroundings.

Children have established trusting relationships with managers and staff. These relationships enable them to have meaningful conversations about their needs and vulnerabilities. These discussions create space for children to express themselves and develop positive relationships with staff.

Children's emotional and mental health needs are well understood and appropriately met. Staff work closely with health professionals to ensure that children receive the right support at the right time and are able to engage with support services.

Both children are making progress in their education. Staff work with school-based professionals to ensure each child receives the support they need to succeed. This close partnership enables staff to respond quickly to any emerging barriers to learning and to reinforce expectations around attendance and engagement. As a result, the children attend school regularly and participate more confidently in lessons.

Children benefit from the consistent routines and structure provided by staff and managers, including regular arrangements for attending school and set mealtimes. These routines promote children's progress, with one child in particular benefiting from improved sleep hygiene.

Children maintain regular contact with people who are important to them. Staff work closely with parents and the wider family network to ensure that family time is positive and meaningful for everyone. One parent commented that the excellent communication with staff has reassured them that their child is safe.

The children live in a well-presented and nurturing home environment. Staff encourage the children to take responsibility for their personal space and to complete daily tasks with appropriate guidance. This consistent support helps the children build confidence and develop practical and independent living skills, preparing them for their futures.

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

Children say they feel safe in their home. They talk positively about the support they receive and how staff reassure and help them.

In collaboration with children and external professionals, including child and adolescent mental health clinicians, staff create purposeful individualised plans, guidance and

strategies. Staff use the guidance and strategies to support children and help them when they are vulnerable. Over time, risk for children reduces.

Weekly team meetings include discussions about each child's changing needs and vulnerabilities. These meetings give staff the opportunity to reflect, share information and review children's progress, enabling them to adjust care planning and actions promptly. This strengthens how well staff help and protect children.

Staff support children in an empathetic way. Children receive therapeutically informed, meaningful responses at times of need. Staff assess each child's needs through a trauma-informed lens, taking full account of past experiences and how these may continue to influence the child.

Children do go missing from their home. However, the frequency of these incidents for children reduces over time. Staff respond promptly to escalating risks for children and follow safeguarding procedures. When children return, staff assess their welfare and welcome them. This is reassuring for children and helps them to develop a sense of belonging.

The manager takes concerns children raise seriously. Information is referred to the appropriate agencies, and detailed and impartial investigations are completed. On one occasion, the outcome of the investigation was not shared with the child who had moved from the home.

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

The cohesive and effective leadership team knows children well and has a comprehensive understanding of the strengths and areas for development in the care that it provides. The registered manager holds a strong visible presence in the home and is actively involved in providing care to children.

The manager ensures that the home's statement of purpose is kept under review. The document does not accurately reflect the leadership team; the details of the responsible individual are not included.

Staff are confident in their work and feel valued. The training and support leaders and managers provide improves work practice. Staff are skilled and confident to meet children's individual needs.

The manager promotes a culture of effective safeguarding and demonstrates professional curiosity. Reflective learning, supervision and training are used effectively to reinforce professional boundaries and encourage staff to be professionally curious. Staff maintain strong safeguarding vigilance and communicate well with multi-agency professionals around children's safety.

The manager and staff regularly communicate with professionals and children's families, so they understand the progress that children make. Professionals value the strong and effective partnership working that the team creates.

## **What does the Children's home need to do to improve?**

### **Recommendations**

- The registered person should ensure that the statement of purpose includes the details of the responsible individual. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.8)
- The registered person should share all outcomes of investigations with children in line with their needs and circumstances. ('Guide to the Children's Homes Regulations, including the quality standards', page 22, paragraph 4.13)

### **Information about this inspection**

The inspector has 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:** 2547560

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

**Registered provider:** Ownlife Limited

**Registered provider address:** Legion House, 75 Lower Road, Kenley CR8 5NH

**Responsible individual:** David Hastings

**Registered manager:** Gamila Higgins

## Inspector

Richard Wyper, Social Care Inspector

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