

2628367

Registered provider: Supercare Holdings Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home provides care for up to five children who have with learning disabilities.

The home registered with Ofsted in December 2021. The manager registered with Ofsted in August 2024.

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

Inspection dates: 6 and 7 May 2025

Overall experiences and progress of children and young people, taking into account	good
---	-------------

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: 16 July 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/07/2024	Full	Good
18/07/2023	Full	Good
31/08/2022	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Children living at the home make good progress in their physical and emotional health, education and relationship development.

Children's transitions into the home are carefully planned and thoughtfully managed. Staff actively seek input from the child's family and those significant to them to ensure that their individual needs are understood and met from the outset. This helps children to settle quickly into the home.

All children attend school regularly. Notably, since living at the home, one child has achieved 100% attendance. Staff celebrate and recognise the achievements of all children. In one case, where a child was unable to attend their previous school, staff worked persistently to advocate on their behalf, ensuring there was no disruption to their education.

Children's voices are central to their care. Each child meets regularly with an independent advocate. The advocate and staff support children to participate in care planning, including discussions about aspirations and goals. For example, one child aspires to become an author, while another hopes to pursue a career in construction. Both children now feel these are achievable goals since living at the home.

Children spend time with people who are important to them. Staff support and promote these relationships, ensuring effective communication with families to maintain consistent care, both in the home and during scheduled visits.

The home is well decorated, and children contribute to the design of their bedrooms and shared spaces. Children like their home and are comfortable in their surroundings. Furniture and fixings that become damaged are not always replaced in a timely way.

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

Children say they feel safe in the home. Staff demonstrate empathy and a strong understanding of each child's needs. This promotes the development of trusting relationships which underpin effective safeguarding.

Allegations and complaints are managed effectively. The manager, when needed, consults with the local authority designated officer, who describes a positive working dynamic as being established. Leaders respond promptly to concerns, sharing outcomes with children in a way that reflects their understanding and needs, helping them feel listened to and secure.

The in-house behavioural analyst plays a key role in supporting staff. They inform team meetings, training and direct work with children, helping staff to support children well and in line with the home's ethos. Staff are flexible and responsive in the care provided, recognising that each child is unique.

Restraint is used only as a last resort. All incidents are recorded accurately and followed by debriefs with children. The skill of staff in providing children with effective support is reflected in feedback from a child, who said, 'They get me.'

The effectiveness of leaders and managers: good

The management team knows the children and staff well. Its commitment and strong leadership ensure that a positive and nurturing environment is created.

There is a strong, supportive team culture, with positive relationships between colleagues and managers. Staff receive training tailored to the needs of the children and their own professional development, enhancing care practices and abilities to meet children's needs.

Supervision is provided to support staff well-being and professional growth; staff feel supported and reflective practice is evident. However, supervision is not consistently delivered within the home's preferred timescales, and regularity varies across the team.

Recording practices are generally strong and accurately reflect children's experiences and the care provided. Some records, however, need updating to ensure that children's personal details are current and correct.

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 ensure that all employees— receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b)) In particular, ensure that all staff receive regular supervision.	26 June 2025

Recommendations

- The registered person should ensure that the children are provided with a welcoming and homely domestic environment. In particular, this refers to ensuring that any repairs, specifically to the children's bedrooms and furnishings, are completed within a reasonable time frame. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that all children's records are kept up to date and include the children's personal details, including home address and contact details for significant people. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.3)

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: 2628367

Provision sub-type: Children's home

Registered provider: Supercare Holdings Limited

Registered provider address: 2-4 Packhorse Road, Gerrards Cross,
Buckinghamshire SL9 7QE

Responsible individual: Aimee-Leigh Delo

Registered manager: Zinnia Persyn

Inspector

Richard Wyper, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2025