

2682317

Registered provider: Flourish (Gloucestershire) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private organisation. The home is registered to provide care for up to 3 children with learning disabilities.

The manager was registered with Ofsted in October 2023. She is currently on maternity leave.

The deputy manager has stepped up to the manager position and was registered with Ofsted in November 2025. She is undertaking the level 5 diploma in leadership and management.

Inspection dates: 16 and 17 December 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: 11 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/03/2025	Full	Good
21/02/2024	Full	Good
21/03/2023	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of this inspection, three children were living in the home. No children have moved in or left since the previous inspection. All three children were seen during this visit.

Staff know the children well and provide stability and security through a nurturing approach. Children have lived in the home for several years and are making excellent progress.

Staff support children to develop essential life skills. For example, children have become continent, tried new foods and activities, and discovered personal interests. Through staff's support children's communication skills have improved significantly; one child who previously did not speak now communicates verbally and initiates conversations. As a result of staff's care and support children are happier, more confident, and more tolerant of others.

Staff make effective use of a range of communication tools to support children to express their views. However, staff do not use these tools fully to help children understand more complex decisions affecting their lives. This limits the extent to which these children can express their views.

Children benefit from a wide range of enjoyable experiences both in the home and in the community. Activities include trips to the beach, parks, farms, wildlife parks, and theme parks. One child recently enjoyed a holiday at a popular resort, taking part in beach activities and fairground rides.

Staff understand the importance of education, routine and structure. They support children attend school regularly. Staff take children to and from school no matter the distance. This commitment enables children to maintain continuity in education and relationships with familiar adults.

Children's health needs are well managed. Staff seek prompt medical advice when concerns arise. For example, when a child experienced seizure-like episodes, staff followed professional guidance, monitored the child closely, and provided detailed information to clinicians. This led to a child receiving an accurate diagnosis and avoided them having to take unnecessary medication.

Staff have positive relationships with children's families. They facilitate children's visits with their family and encourage family involvement in the child's care. Parents spoken to were positive about the care and progress their children are making. Where a parent raised concerns about communication, the manager acted promptly to improve information sharing.

The home environment is welcoming and well maintained. Recent redecoration was informed by research into the impact of colour on children. Children were offered choices, ensuring they were involved in the decisions about the home and their bedrooms.

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

Children's safety is prioritised by a staff team who know them well. Staff use their understanding of individual children to de-escalate situations effectively and respond to their needs. This approach has led to a reduction in incidents and children are now more settled.

One child is subject to a deprivation of liberty order. Restrictions on children's freedoms are applied only when necessary to keep them safe and kept to a minimum. When staff identify that a restriction is no longer required, they remove it promptly.

Staff provide high levels of supervision when children are at home and when in the community. As a result, no child has gone missing from the home. Staff are clear about the home's missing-from-care protocol and the actions they must take should an incident occur.

When concerns arise about staff practice, managers act swiftly to report these to the appropriate people. When necessary, staff are asked not to work at the home until investigations are concluded.

On occasions, staff use physical intervention to keep children safe. These interventions are proportionate and for the shortest time possible. However, records do not consistently provide sufficient detail about the type of intervention used or which staff were involved. In addition, records do not demonstrate how the manager has used their professional curiosity to review and explore staff actions to identify learning and inform staff practice.

The effectiveness of leaders and managers: good

Since the last inspection, there have been changes in the leadership and management of the home. The deputy manager has taken on the role of registered manager. This has been managed effectively and has not had a negative impact on children or staff.

Staff benefit from strong support provided by the manager through regular supervision session, clinical oversight, and informal day-to-day discussions. Staff spoke positively about the manager's approach, highlighting her flexibility and consideration for both work and home life.

Leaders and managers are committed to staff's development. A senior training programme has been introduced, enabling staff who are not yet ready for promotion to develop the necessary skills before progressing to more senior roles. This initiative has helped staff feel valued and has contributed to improved staff retention.

Staff receive a thorough induction and ongoing training. However, the most recently appointed member of staff has not yet completed training to help them care for children with autism, attention deficit hyperactivity disorder, learning disabilities, or personal care needs.

The manager has undertaken research and provided staff with resources to inform practice. Staff have begun to use this information when developing children's plans, which is helping them understand the rationale behind specific approaches.

Feedback from families and professionals is consistently positive. They report that children are doing well and describe the home as welcoming.

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, 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— ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(a)(b) (2)(c)) This specifically relates to new staff having training to support children with autism, attention deficit hyperactivity disorder, learning disabilities and how to support children who require help with their personal care.	30 March 2026
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the name of the child details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure;	30 March 2026

the name of the person who used the measure ("the user"), and of any other person present when the measure was used;

the effectiveness and any consequences of the use of the measure; and

a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;

within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—

has spoken to the user about the measure; and

has signed the record to confirm it is accurate; and

within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii) (b)(i)(ii) (c)(iv))

This is with regards to records around physical intervention. That there is sufficient detail to understand the need for the intervention, what intervention has been used and by whom. That leaders use professional curiosity to explore the action staff took and why.

Recommendation

- The registered person should ensure that staff have the skills and confidence to communicate easily and understand the importance of listening to, involving and responding to the children they care for. Specifically, that staff use children's communication tools to support children to understand more complex decision making and make their views known. ('Guide to the Children's Homes Regulations, including the quality standards', page 22, paragraph 4.10)

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: 2682317

Provision sub-type: Children's home

Registered provider: Flourish (Gloucestershire) Limited

Registered provider address: 20 Westend Office Suites, Westend, Stonehouse,
Gloucester GL10 3FA

Responsible individual: Samantha Summers

Registered manager: Bethany Roberts and Jacqueline Dawson

Inspector

Debbie Bond, Social Care Inspector

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