

2696325

Registered provider: Suffolk County Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This local authority home provides care for one child with social and emotional difficulties.

The manager registered with Ofsted in July 2022.

Inspection dates: 13 and 14 October 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: 6 January 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/01/2025	Full	Good
28/11/2023	Full	Good
21/02/2023	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

One child has moved out of the home and one child has moved in since the last inspection. The child living at the home contributed to this inspection.

Prior to the child coming to live at the home, they had not attended education for a long period. Managers advocate for this child's educational needs. Staff encourage routines that support the child to be ready for education each day. The child is now attending an education provision out of the home every day. This is providing this child with education that meets their needs and positive peer interactions.

The child attends various clubs and youth groups. This has supported the child to be able to develop healthy friendships and peer groups for the first time. The child regularly has friends visit the home and enjoys spending time with friends in the community.

Staff have successfully implemented some rules and boundaries for the child, which helps them to feel safe. The child's family said that staff have supported them to implement the same rules and boundaries during family time with them. This has led to an increase in successful family time, and the introduction of overnight visits.

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

There has been a significant decrease in incidents and concerns for the child living at the home. This child has been supported to learn safe coping mechanisms when they are upset. They have made great progress in feeling able to trust staff to care for them and keep them safe.

The staff work closely with the police, health and social care services to develop shared plans to support the child. This has contributed to significant progress in the child's overall well-being.

Staff have intervened effectively when there have been serious concerns about the child's safety. On occasions, this had led to incidents of the child being restrained. This restraint has kept the child safe during times of extreme distress. The manager reviews records of restraint to ensure that its use was necessary and proportionate. The manager's review has not always been added to the record within timescale, and staff have not always been spoken to after being involved in restraint. This does not allow for the manager to identify patterns and trends, or any concerns about staff practice, in a timely way.

Generally, incidents are managed well, and staff show commitment to the child during times of distress. There have been two incidents that have not been managed in line with the child's risk assessment, involving the child having access to items that they

should not have. These incidents had the potential to undermine the safety of the child and the staff.

Risk assessments and relevant documents do not always contain up-to-date information. The child's plans are not always clear or easily accessible for staff. Staff were unclear on some of the safety planning for the child but did say that they would seek further advice from managers.

The effectiveness of leaders and managers: good

The home is managed by an experienced manager, who has been in post for a number of years. The manager knows the home and the child well, and he is ambitious for the child. The deputy manager is newly appointed. They have a good understanding of the running of the home and the needs of the child.

Staff say that they are well supported. They receive regular supervision and attend team meetings. Where there have been significant incidents, staff are updated via various methods, including daily meetings and emails.

Professionals and families have been consistently positive about the home. Families said that there have been huge changes in the child that they never thought they would be able to see, and one professional commented that staff 'have shown real patience and commitment to the child'. The child said that they are happy at the home.

Leaders and managers do not always record conversations with staff sufficiently following practice concerns. This limits managers' oversight and the ability to monitor staff practice and learning.

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; and that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(v)(b)) In particular, ensure that children's plans are updated with relevant information and that staff adhere to these plans.	9 December 2025
The registered person must ensure that— 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. (Regulation 35 (3)(b)(i)(ii))	9 December 2025

Recommendation

- The registered should ensure that everyone working at the home understands their roles and responsibilities. In particular, they should ensure that staff are able to learn

from any practice concerns and that these are documented. ('Guide to the Children's Homes Regulations, including the quality standards', page 54, paragraph 10.20)

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: 2696325

Provision sub-type: Children's home

Registered provider: Suffolk County Council

Registered provider address: Endeavour House, Russell Road, Ipswich, Suffolk IP1 2BX

Responsible individual: Glynn Smith

Registered manager: Jason McMaster

Inspector

Andrea Bounden, Social Care Inspector

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