

2732319

Registered provider: Amegreen Children's Services

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private provider and offers care for up to three children with physical and/or learning disabilities. At the time of this inspection, three children were living at the home.

The manager has been registered with Ofsted since December 2024.

Inspection dates: 16 and 17 December 2025

Overall experiences and progress of children and young people, taking into account	outstanding
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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	outstanding
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 4 March 2025

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/03/2025	Full	Outstanding
31/01/2024	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children enjoy living at this home. They are happy and have good relationships with the staff who care for them. One child said that they enjoy going swimming with the staff.

Children make significant progress from their starting points because of the care they receive from staff. Children's sleep routines have improved, one child is now able to toilet independently and another child is more mobile because of the excellent tailored support they received from staff following an operation.

Staff support children effectively and understand their communication styles. This means that staff know when children are unwell or unhappy, and they respond accordingly.

Children enjoy new experiences and have opportunities to make new friends. They go on holiday, and they spend time at the beach or visiting unfamiliar places. When children express an interest in something, staff seek out ways to encourage this. For example, staff have creatively installed an indoor climbing frame to support one child who has lots of energy and loves to climb.

Children make progress with their education, and they attend school regularly. Children's health needs are met well, and advice is sought from health professionals when this is needed. Professionals are overwhelmingly positive about the care and nurture that children receive at this home. They said that staff and managers really do understand children's needs and how to care for them.

The home is comfortable and welcoming. Children really enjoy the toys and music that are available to them in the home. There is a lovely spacious garden for children to play in and a sensory room. Children have their own bedrooms that they have personalised in themes that they like. The staff have decorated the home beautifully in themes that are relevant for the time of year.

There is a stable team of staff caring for the children. The staff are respectful, and they act on children's feedback. When one child requested a new wardrobe and changes to how their clothes were stored, managers listened and acted on this. This practice means that children feel heard and cared for.

Children benefit from positive routines, clear boundaries and consistent care from staff. When one child required an operation, staff provided well-planned support to assist the child before the procedure and during recovery. This included regular conversations and the use of social stories at home and school. Ensuring that all staff and professionals were sharing consistent messages enabled the child to feel well supported so they could focus on their recovery.

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

Staff fully consider children's health needs. While there have been several occasions when children have experienced poor health, staff have taken timely action and have sought medical advice appropriately. The actions that staff take have helped to minimise the time children spend in hospital. Staff inform and update social workers, families and other agencies during these times. There has been no use of restraint or medication errors since the last inspection.

There are strong lines of communication between staff, managers and professionals, such as social workers. Multi-agency meetings are held regularly and there is transparent communication between parties. This helps to ensure that concerns are addressed promptly. Managers and staff advocate strongly for the children when needed to ensure they receive the best levels of care. One child is supported by a commissioned art therapist, and his self-injurious behaviour has significantly reduced. This strong approach to multi-agency working helps to keep children safe.

Staff provide care to children that is responsive to their changing needs. One child requires complex health support, so they are being closely monitored by staff to ensure the child remains physically well. Staff take positive action and work closely with health professionals to ensure children's medication is reviewed and adjusted as needed.

On one occasion, the supervision of a child who was in the kitchen was not as robust as it could have been while staff were cooking a meal. Although staff were trying to distract the child, this was not effective to mitigate potential risks to the child from the hot stove. The manager recognised this shortfall and took appropriate action to divert the child away from the kitchen. This reduced the potential risk of harm to the child and learning was taken from the incident.

One child has physical disabilities and is supported by staff using a mobile hoist. A clinician from the child's local authority is undertaking a review of the hoist. The child's care plan provides guidance for staff to support safe lifting of the child. The occupational therapist is considering whether best practice moving forward would be for two staff to be present when using the hoist. If this is required following the review, the child's plan will be updated accordingly to reflect the child's developing needs.

The effectiveness of leaders and managers: outstanding

Leaders and managers are ambitious for children, the staff and the home. They know the children well and understand how to support them. The virtual head reported that the manager uses her knowledge of the SEND local offer to challenge and advocate for the children in her care. Managers work hard to build strong relationships with the children. The registered manager understands that each child progresses differently and provides individualised opportunities to support their development. She has positive aspirations for children's futures and works hard to ensure that children can make progress from their starting points.

Leaders and managers aspire to integrate children living in this home into the community. The children enjoyed meeting their neighbours at a recent charity bake event. They also enjoy growing vegetables at the allotment and pony riding at the provider's stables. This is an Accessibility Mark accredited centre with the Riding for the Disabled Association. These inclusive community activities support children to benefit from new experiences and learning opportunities.

The home has a core team of staff who are working consistently with the children. The staff have a good understanding of the children's needs, and they know how to care for them. Staff said that they enjoy working in this home and that they work well together as a team.

Staff receive regular supervision which helps to maintain high standards of care and to promote positive outcomes for each child. Staff describe how their care of the children is enhanced through the training they have received to implement therapeutic parenting strategies, as well as understand the individual and complex needs of the children. Managers arrange regular team meetings, and the staff use role play to help them to learn from safeguarding scenarios. Staff speak positively about the support, guidance and mentoring that they receive from their manager. This creates a positive and motivating working environment where staff describe feeling respected and valued.

Leaders and managers have excellent oversight of the quality of care provided to children. When areas of concern are identified, managers encourage reflection and analysis to support staff to improve their practice. The manager understands what works well for children and the areas for development in this home.

Professionals are positive about the care that is being provided to children. They say that staff meet the needs of children well. Families are happy with the progress their children are making in the home with one parent describing her child as 'thriving'. They appreciate the feedback that they receive about children, and report that communication with them is positive. A parent said, 'The home is great and they always keep me in the loop. (Child) absolutely loves it there, being with the other children and the staff.'

What does the children's home need to do to improve?

Recommendations

- The registered person should ensure that care delivery, for example when hoisting a child, is approved and reviewed by the placing authority to meet the child's changing health and developmental needs. ('Guide to the Children's Homes Regulations, including the quality standards', page 18, paragraph 3.29)
- The registered person should ensure that staff continually and actively assess the risks to each child and the arrangements in place to protect them. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.5)

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: 2732319

Provision sub-type: Children's home

Registered provider: Amegreen Children's Services

Registered provider address: The Corner House, West End Road, Mortimer, Berkshire RG7 3TF

Responsible individual: Rachel Redgwell

Registered manager: Melonie Honour

Inspector

Sarah Sheffield, Social Care Inspector

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