

2752094

Registered provider: Within Reach Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private provider. It is registered to provide care for one child who may have learning disabilities and emotional or social difficulties. One child was living at the home at the time of the inspection.

The manager registered with Ofsted when the home opened in October 2023. They are due to leave the home shortly, and a manager of another local home is seeking to take over.

Inspection dates: 17 and 18 June 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	outstanding
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 1 May 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/05/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

One child has moved on from the home since the last inspection, and one child has recently moved in. Both children have positive relationships with staff, which has enabled them to progress. One child was at the home until they reached 18 and had a sense of permanence there. The child's parents described how the child went from 'strength to strength' while living there. The other child only moved in a few weeks before the inspection. As a result, they are still building relationships with the team. However, they are already demonstrating great progress from their starting point. Their parent described the care their child receives as 'amazing'. They commented that they can see how happy their child is living at the home by how much they smile.

Staff are invested in children. They understand children's communication methods well. One child has a personal dictionary to help staff to understand their speech. Staff quickly check with parents by phone if they are unsure what the child is trying to say. This close work with the children's families helps to reduce frustration for children, and there have been few serious incidents. Pictures, photos and widgets are used to support children's communication. Children can express their wishes to staff. One child was able to communicate their level of pain to staff by pointing at a pictorial scale. This helped staff to understand the child's needs quickly.

The moving-in and moving-out plans for children are detailed. Staff spent vast amounts of time with children, parents and professionals before the children moved in. This enabled the staff to get to know the children and their experiences well before they lived at the home. The moves for both children were carefully planned and started months before the children moved.

Both children have enjoyed fun-filled days and activities. During the inspection, the child was busy playing in the garden with water play, balloons and play dough. They were smiling and talking to staff, wanting to play different games. Photos capture the children's activities, and memory books are kept up to date and meaningful.

One child was engaged in schooling which is in line with their needs and made great progress. For the other child who is new, education is still being arranged. Staff are proactive at providing informal education activities for the child. They take the child's interests and build on these, for example making counting activities using their special toys. The importance of friendships has been considered. Staff arranged for the child to meet up with previous school friends, as they are not currently in school. Both children have complex and multiple needs. Strong links exist with the children's families and professional network to ensure their specific needs are met.

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

Risks to children are understood well by the staff team. Time was spent with the child and their family before the current child moved in to really understand the child's needs. The manager has ensured that there is a consistent response to the child from all the team. They have developed the team so that all the staff have the skills and confidence to carry out each aspect of their care.

Children are supported to manage their feelings. Feedback from one parent expressed how much their child had progressed in being able to recognise for themselves what they needed. For example, their child was able to sign that they needed time out or to use a rocking chair.

There is a real investment from the team into understanding children. When incidents have happened, staff respond with nurture and care. Staff then focus on trying to understand why the incident happened and if anything could have been different. This enabled the staff to understand one child's particular needs with pain and toileting. The analysis of the incident led to medical changes and a reduction in medication for the child, which enabled the child to progress.

Restraints have taken place; these have been appropriate and in line with professional decision-making and children's best interests. Records of restraint are highly detailed. The manager analyses the incidents to understand what the child needs or what staff need to learn from the situation. Other professionals and parents are informed quickly. Children's views are sought routinely. In addition, staff observe the child afterwards so children who may not communicate verbally can also be understood.

Restrictions have been in place for both children who have lived at the home. These have been in line with deprivation of liberty orders, parents' views or professional input. Staff ensure that the physical environment is safe for children. They look to reduce restrictions or make them as least obtrusive as possible. Both children have had three or four staff members supporting them at a time. However, where possible, one or two members of staff will always be in the next room or close by rather than directly with the children.

Recruitment records were not explicit about what had been checked in relation to one member of staff. This did not compromise the safety of the children. However, managers could not be assured of all aspects of safer recruitment.

The effectiveness of leaders and managers: outstanding

The home is operated by an inspirational and ambitious manager. Leaders have created a culture of high expectations for staff and children alike. Staff are supported to have shared visions for children and be involved in all aspects of their care. Staffing has been consistent for both children, with a host of staff moving with one child to continue to support them in their adult home.

Children's plans and records are highly detailed and give clear guidance to staff. Goals for children are set and monitored regularly, which makes it easy to see how much the children are progressing. The monitoring and analysis of care by the manager has meant that children's needs are understood and continuously met. For one child, this has led to sustained improvement in all aspects of their life.

Specific training to help staff meet the needs of one child took place weeks before the current child arrived. More training is planned soon as the team's knowledge of the child has grown, and that care planning needs to evolve. Induction processes for staff are thorough, with staff reporting that they feel supported through this. Weekly supervision and mentors are provided to help staff gain confidence.

Investigations take place when there have been low-level concerns about staff practice. Concerns have been addressed quickly by the manager. The learning is shared with individuals and the team. The manager has responded to external complaints quickly and appropriately. Actions were identified and quickly resolved.

Feedback from professionals and parents is overwhelmingly positive. The manager was specifically highlighted, and their 'attention to detail' and 'pre-empting of situations' were described as 'exceptional'.

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

Recommendation

- The registered person should ensure that the necessary recruitment information required under Schedule 2 is obtained for all staff who work in the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)

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: 2752094

Provision sub-type: Children's home

Registered provider: Within Reach Services Limited

Registered provider address: c/o Hazlewoods LLP, Windsor House, Bayshill Road,
Cheltenham GL50 3AT

Responsible individual: Trevor Ridgewell

Registered manager: Kelly Lawson

Inspector

Nickie Doney, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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