

2775796

Registered provider: Ebury Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned. It provides care for up to two children who may experience social and/or emotional difficulties.

At the time of the inspection, one child was living in the home.

The home and the manager registered with Ofsted in April 2024.

Inspection dates: 1 and 2 October 2024

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: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

Two children have experienced unplanned moves from the home. These moves were determined to be in the best interests of the children. During team meetings, the manager provided staff with the opportunity to express their emotions and consider alternative approaches for future situations.

The home has a warm and welcoming atmosphere and is not distinguishable from other homes on the street. It is thoughtfully and tastefully furnished, which creates a comfortable and inviting environment for the child. This homely setting contributes to a sense of belonging and security, which enhances the child's overall well-being.

Staff are developing good relationships with the child's parents. Regular family time is encouraged, and the child has planned time with them doing activities they enjoy. There is frequent communication between staff and the child's parents. This enables parents to feel involved in their child's life.

The child has made progress from their starting points. Staff understand the child's needs well and tailor practice to ensure that the child feels cared for and listened to. As a result of these connections, concerning incidents have recently decreased in frequency.

The child is not currently in school. However, staff use a proactive approach to promoting education for the child. They have put in place a tailored educational programme that aligns with the child's individual learning needs and interests. This includes structured daily learning sessions in the home, using a variety of educational resources and staff skills to engage the child effectively. Managers and staff have advocated for a tutor to support the child at the home and for an appropriate school to be sought to allow the child to reach their educational potential.

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

Staff have a strong commitment to ensuring the safety and well-being of the child. Safeguarding practices are robust. Staff are vigilant and well trained. They consistently implement comprehensive safety measures that are tailored to the child's specific needs. They maintain a secure and supportive environment, where the child's rights and dignity are always respected. Staff ensure that the child is aware of the measures they take to help them stay safe.

Risk assessments are consistently reviewed and updated by managers and staff. Staff understand the child's risks and vulnerabilities and take time to talk to the child and educate them about their concerns. This increases the child's understanding of risk and their safety.

On occasions, the use of physical intervention has been necessary. The manager evaluates incidents to ensure that interventions are proportionate, and there is reflection with staff and the child following incidents.

When a child is missing from the home, they receive a well-tailored response that is prompt and comprehensive. Staff follow established protocols, working closely with relevant authorities and using available resources, to ensure the child's swift and safe return. Each response is customised to address the specific circumstances and needs of the child. The child's safety and well-being are prioritised throughout the process.

The staff work hard to ensure that the child is safe. The quality of risk assessments and behaviour support plans is good. They reflect the risks and vulnerabilities of the child, and staff understand them and the best practice to follow. This means that staff are confident when incidents occur.

Any complaints that are made are investigated thoroughly. Recruitment processes are thorough and support the safe care of children. When agency staff are used, they are subject to stringent vetting checks in line with permanent staff. The manager quickly identifies issues with staff practice and takes steps to address concerns. This ensures that only appropriate people work with the child.

The effectiveness of leaders and managers: outstanding

The child benefits from living in a well-managed home. The manager is suitably experienced and is well supported by an effective deputy manager. Together, they provide clear direction and good leadership, which helps to ensure that the child makes continued and sustained progress.

The manager excels in providing staff with constructive feedback, which is integral to their professional development process. Feedback is delivered in a manner that is supportive and challenging, which encourages staff to reflect on their practice and strive for excellence. This approach enhances individual performance and contributes to the overall effectiveness of the home. The manager's open-door policy further reinforces this as staff feel valued and supported, knowing that their concerns and suggestions are heard and addressed promptly.

The manager maintains exceptional oversight of the home's operations through meticulous attention to detail in reporting. This includes regular reviews of care plans, incident reports and other critical documentation, ensuring that all aspects of the home's functioning are aligned with regulatory standards and best practices. By maintaining such rigorous oversight, the manager ensures that the home operates smoothly and efficiently, which provides a safe and supportive environment for the child. All this work enables the team of staff to have all they need to provide optimal care for the child and promote excellent outcomes.

The manager is influential and highly respected. Feedback from partner agencies is unanimously positive. External professionals are very positive about the care and support

provided for children who live, and have lived, in the home. Professionals spoke about the progress that the child has made and the collaborative work staff engage in. This ensures that staff provide a consistent and proactive response for children.

Staff feel supported by the management team. Feedback for the manager is excellent and she is held in high regard. Staff receive regular, reflective and good-quality supervision. They are supported to develop in their roles through robust mentoring and bespoke training, which equips them with the skills they need to meet children's individual needs. One staff member said:

'[Name of manager] is brilliant in meetings, standing up for the needs of our young people and ensuring their voices are heard. She is there for everyone. She is supportive and understanding and listens when we need her.'

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: 2775796

Provision sub-type: Children's home

Registered provider: Ebury Care Limited

Registered provider address: 6 Portland Business Centre, Manor House Lane,
Datchet SL3 9EG

Responsible individual: Post vacant

Registered manager: Marisa Quinn

Inspectors

Sally Mitchell, Social Care Inspector
Mathew Morris-Jones, Social Care Inspector

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