

2778271

Registered provider: SuperCare Residential Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and run by a private organisation. It provides care for up to 4 children who have learning disabilities. At the time of the inspection, 3 children were living in the home.

The registered manager has been in post since June 2024.

Inspection dates: 21 and 22 April 2026

Overall experiences and progress of children and young people, taking into account **good**

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

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 22 July 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/07/2025	Full	Good
26/11/2024	Full	Requires improvement to be good

Summary of findings

Staff promote children's welfare and safety and support them to make progress. Children are encouraged to maintain important connections and make friends both inside and outside of the home.

Children's identified health needs are not consistently recorded in a way that is clear and accessible to staff. This runs the risk that staff may not have the information they need to provide good care.

Managers are present in the home. They have identified areas for improvement and made changes to practice and support which have improved staff morale and consistency of care for children.

Inspection judgements

Overall experiences and progress of children and young people: good

Children are happy and well supported. Staff engage them in a variety of fun activities such as swimming, bowling, go-karting and board games. Children are encouraged to build relationships with each other. Children said they feel cared for and like living in their home.

Staff support children to maintain relationships with their families and other people who are important to them, through phone calls and regular activities in the local area in places that support connection to family. Children and staff are encouraged to share cultural foods and traditions. This celebrates diversity and helps create a family feel in the home.

Children are making progress. They are more able to express their emotions and talk through any worries. For one child, this has helped them to be able to confidently influence important decisions based on their own wants and needs, rather than relying on others.

Children are mostly accessing education in a way that best supports their current needs. Staff understand the barriers to learning well and can support children to engage in different forms of educational and wellbeing activities. One child has been able to better identify their wishes and ambitions in relation to their future education.

The home is undergoing much-needed refurbishment. Children have chosen a new colour scheme and redesigned their bedroom layouts. Staff involve children in choices through conversation, listening and by getting to know them.

Information in care plans is not succinct. It is difficult to find relevant information on how to best support children. One child's significant medical need was not clearly understood by all staff.

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

Staff understand each child's vulnerabilities and are creative and adaptable in their response to day-to-day challenges. They know children well and can respond quickly to small changes. Staff genuinely care about the children. This keeps children safe.

Children know how to make a complaint. When they do, leaders and managers take prompt and proportionate action to address any issues that are raised.

No children have gone missing from the home since the last inspection. When a child went missing from school, this was appropriately followed up and responded to by staff. Clear and timely reporting provides transparency that reassures the child's wider network. A social worker said they are happy with how incidents are managed and pleased with the way that staff keep them suitably updated and involved.

Staff manage behavioural incidents well and only use physical intervention when it is necessary to keep children safe. When children are held, this is mostly for short periods, using the least restrictive intervention. Incidents are clearly recorded and reviewed by the manager. However, records do not routinely show that children are spoken to after incidents to gain an understanding of how they experience physical interventions. This reduces the manager's capacity to have a clear insight into how children experience care and whether there is any learning from this to inform practice.

The effectiveness of leaders and managers: good

The registered manager has been off work and the day-to-day running of the home is being managed by an interim manager, with support from the responsible individual. They are an effective team and have worked hard to reduce the impact of the registered manager's absence on children and staff.

There is an open and reflective learning environment. Leaders and managers know the strengths and weaknesses of the home. They have identified areas for development and created effective plans to improve practice. In particular, they have done extensive work to improve the quality of the home environment and are giving staff more protected space to reflect on practice. Training is provided to staff that is relevant to the needs of the children in the home and practice is reviewed through regular supervision sessions.

Leaders and managers have regular conversations with social workers and local authorities to support children's ongoing care needs. They effectively advocate for children and work collaboratively to ensure children's needs are at the heart of care planning. This cooperative approach has successfully worked through periods of crisis and promoted stability for children. One child has now been living in the home for more than a year.



Staff say they are happy in their roles and that morale among the team has improved. Supervisions are now happening on a regular basis, and team meetings and training are available at a variety of times to enable attendance of the waking-night team members. Clear expectations and guidance mean that the consistency and quality of recording is beginning to improve.

Children and staff value the presence of the interim manager in the home. Her enthusiasm is infectious, bringing the children and staff along with her. She also has a strong focus on forward thinking and preparing children for life after care.

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 registered person must ensure that - significant health issues are shared with all staff In particular that staff help each child to— achieve the health and well-being outcomes that are recorded in the child's relevant plans. (Regulation 10 (2)(a)(i))	4 August 2026

Recommendation

- The registered person should ensure that any child who has been restrained should be given the opportunity to express their feelings about their experience of the restraint as soon as is practicable, ideally within 24 hours of the restraint incident, taking the age of the child and the circumstances of the restraint into account. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraph 9.60)

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: 2778271

Provision sub-type: Children's home

Registered provider: SuperCare Residential Ltd

Registered provider address: 2-4 Packhorse Road, Gerrards Cross SL9 7QE

Responsible individual: Charley Hooper

Registered manager: Mathew Smith

Inspectors

Emma Blake, Social Care Inspector

Lee Kirwin, Social Care Inspector

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