

2782148

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 managed by a private organisation. It provides care for up to five children with learning disabilities. Children may also have complex behavioural needs. Three children were living at the home at the time of the inspection.

The home was registered with Ofsted in June 2024, and the manager registered with Ofsted at the same time.

Inspection dates: 28 and 29 October 2025

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 **requires improvement to be good**

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

Date of last inspection: 28 January 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/01/2025	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children are supported by dedicated and nurturing staff who show them warmth and care. Staff say they have fun and enjoy spending time with the children. This has resulted in children feeling happy and content in the care of staff. They have progressed in terms of their emotional well-being, confidence and maturity since living at the home.

Staff have a good understanding of children's communication needs and preferred communication aides. Because of this, children have improved their use of their communication methods and are more easily able to communicate their wants and needs.

Children lead healthy lifestyles and attend routine health appointments. Children are encouraged to pursue their hobbies and interests, such as church groups, swimming and spending time in natural surroundings. Children have fun and their social time is key to their development.

Children's views, wishes and feelings are listened to. Staff are creative in how they seek out the views and wishes of the children, using photos and visual prompts. This improves children's ability to communicate with others and develop their independence skills.

The home is decorated to a high standard. Children's bedrooms are well maintained and are suited to their individual needs. The children are encouraged to keep their bedrooms well maintained and this helps develop their life skills.

Children are not in full-time education and have varied education plans. Children do access some education through tutors and are supported to do homework during the week. Managers advocate for educational plans to be progressed.

Children who move into the home are prepared through visiting the home and staff visiting them before they move in. Managers devise plans and assessments in conjunction with children's families and professionals, meaning risks are carefully considered and explored. However, there is no evidence of the impact of these risks on other children in the home. For two children, essential documents supporting their placement were not available to staff.

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

Staff have a good understanding of the risks for each child and work well together to manage these risks. Overall, this has resulted in a reduction in incidents for children over time.

Children do not go missing from the home. They have high support ratios, which helps to reduce this risk. Staff are vigilant and ensure that procedures are followed which support the children in staying safe when out in the community.

Staff use restraint appropriately. For one child, a high number of restraints have been used but the use of restraint is proportionate. Staff show insight and understanding when thinking about patterns in behaviour leading to restraint and attempt distraction techniques, when possible, to attempt to reduce the need to use restraint.

Allegations against staff are managed well. Concerns are listened to, and appropriate action is taken.

Health and safety checks are up to date and staff ensure that regular checks are completed. Children are encouraged to take part in regular fire drills to ensure that they are well prepared in the event of a fire.

The effectiveness of leaders and managers: requires improvement to be good

Staff are supported by the manager and feel that she is approachable about any concerns they may have. Staff have regular team meetings where there are updates and reflective discussions to improve knowledge and understanding. However, staff are not provided with regular supervision. Supervision sessions do not evidence reflective discussions adequately or professional curiosity on the part of managers.

Staff have access to training online and in person to cover a wide variety of information and learning but are not provided with the necessary training to meet children's specific needs in a timely way. This has resulted in many staff who are relatively new to the role not yet having the opportunity to complete training courses highlighted as necessary by the manager.

The systems for monitoring and reviewing the home have not been effective. Inconsistent or poor-quality feedback added to documents by managers does not evaluate or show professional curiosity to inform planning. Independent visitor's feedback did not effectively evaluate or consider significant information to provide additional oversight.

On one occasion, a staff member left their shift, resulting in staffing levels falling below the required ratio. Managers did not follow up on this matter adequately and demonstrated a lack of professional curiosity in addressing the situation. This also highlighted an issue that staff are not being provided with adequate breaks during long working days.

The manager is passionate about ensuring that the children's needs are met, and this can be seen through the way she has advocated for their education. She is dedicated to acting in children's best interests.

Families and professionals speak highly of the care that staff provide children. They feel that communication is good and that their children are being well cared for. One parent said: 'My son loves being with them [the staff] and this makes me feel confident in them. It is a beautiful thing for me to see.'

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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for each child; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(d)(h)) In particular, the registered manager must ensure that they show professional curiosity and handle issues in line with the provider's policies. This should lead to the implementation of actions through learning following incidents; for example, staff should have allocated breaks when working long shifts. The registered person must ensure that specific training related to the needs of the children that the home cares for is provided to staff in a timely way.	28 November 2025

The registered person must ensure that meaningful and effective monitoring is conducted to help evaluate incidents and provide oversight that informs planning. The registered person must ensure that the independent visitor provides them with informed feedback that highlights areas of concern to enable them to make improvements to the care offered to children.	
The care planning standard requires the registered person to ensure— that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home’s statement of purpose; that each child’s relevant plans are followed. (Regulation 14 (2)(a)(c)) In particular, the registered person must ensure that the risks of all children are considered alongside each other when there is consideration of a new child moving into the home. The registered person must ensure that any child accommodated under section 20 of the Children’s Act 1989 has signed consent and delegated authority from the person with parental responsibility on file so that it is clear within care planning what permissions have been provided for the child’s care.	28 November 2025
The registered person must ensure that all employees— receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b)) In particular, the registered person must ensure that the supervision provided is in line with company policy so that it is timely and of good quality.	28 November 2025

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: 2782148

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: Rebecca Silvester

Inspectors

Faye McCarthy, Social Care Inspector
Stephanie McDonald, Social Care Inspector

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