

2784407

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 managed by a private provider and can provide care for one child who may experience social and emotional difficulties. The child living at the home moved in before the last inspection.

The manager is registered with Ofsted since April 2025.

Inspection dates: 24 and 25 September 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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 26 November 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/11/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The child is making progress as a result of the care provided. They are thriving in the home and enjoying positive experiences with staff, both in the community and through hobbies they have helped to choose. Staff celebrate the child's achievements and support them to have fun, laugh and be happy. The child gave a thumbs up and smiled when asked about living in the home. The staff have built strong, trusting relationships with the child and have high aspirations for their safety and success. Activities such as magnet fishing, bowling and football clubs provide opportunities for the child to engage with peers and enjoy social experiences.

The staff use pictorial charts on a board in the kitchen to help the child follow their daily routine; however, this does not always contain relevant information and is not presented in a way that meets the child's understanding of time. Staff use specific strategies to support communication and help the child understand their feelings. These tools, along with input from the child's psychotherapist, are having a positive impact.

The manager works collaboratively with the child's therapist to respond to the child's individual behaviours, for example by seeking a formal neurodiversity assessment of the child and helping others to understand why this is critical for the accurate assessment of behavioural risks.

The child has successfully completed online learning and achieved level 1 in maths and English. Staff now support them to gradually begin attending college, helping them access a wider range of educational opportunities. The manager's high aspirations and strong ethos of partnership working supports this.

The manager understands the complexity of the child's family relationships and is respectful of their wishes and feelings. However, there are missed opportunities to respond to the child's comments about family in the moment and to share positive messages from family meetings.

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

The child's behaviours are well understood, and risks are generally well managed. Staff support the child to enjoy safe time outside of the home, with risks considered and responded to in collaboration with the child.

The child receives nurturing care based on positive relationships and therapeutic approaches. Staff understand the child's experiences and how these influence their behaviours. They support the child to manage complex feelings, taking into account their specific needs. Consistent approaches have led to a reduction in behaviours that previously caused concern.

Physical intervention is used when necessary to prevent harm. The manager routinely reviews these records to understand staff practice. Through this they recognised two incidents that were preventable. The manager recognises that capturing and embedding learning is an area of development.

Staff manage the child's sexual exploration and sensory needs in a way that keeps them safe and reduces risk and stigma. However, the child was able to make inappropriate internet searches. Although the results were blocked, the child's inappropriate comments in an online game were not identified by staff until the platform stopped the child's access.

There have been no incidents of the child going missing from home. Staff are provided with clear guidance and protocols to follow in the event of an incident, ensuring they are prepared to respond appropriately.

The child is subject to a number of restrictions linked to their safety needs, including a deprivation of liberty order. This includes locked-away play equipment, personal items and toiletries. The manager is able to explain the rationale behind this. However, it is not clear that restrictions are reviewed in a timely way to support their safe reduction or removal.

Safer recruitment processes are followed. The employment checks of overseas staff are well understood, and all staff's suitability to work with children is assessed in accordance with regulations.

The effectiveness of leaders and managers: good

The manager and staff understand the risks faced by the child, and they challenge assumptions linked to the child's complex behaviours. They advocate strongly on the child's behalf and promote high aspirations through individualised care.

The staff team includes workers from overseas, helping to address staffing sufficiency and provide stability. The manager promotes open conversations about cultural differences, including those that may affect therapeutic care. Staff support the child to understand and celebrate the diversity of those caring for them, supporting inclusive and individualised care.

The manager is empathetic, enthusiastic and dedicated. The manager identifies many strengths and areas for improvement in the home. There are now two deputy managers in post, providing significant support for management capacity. Staff report feeling well supported and speak positively about the care provided and the progress the child is making. They value the manager's presence, advice and supervision, and they express pride in the child's achievements.



The quality of recording is inconsistent. Some records use language that does not reflect care or avoid blame. Additionally, some plans are lengthy and lack specific, measurable, achievable, realistic and timely actions.

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

Recommendations

- The registered person should ensure that any decisions to limit a child's access to items is undertaken to safeguard the child's welfare. All decisions should be informed by a rigorous assessment of that individual child's needs, be properly recorded and be kept under regular review. This includes access to personal items, play equipment and any other relevant and restricted items. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.10)
- The registered person should ensure that the language used in all documents is child friendly and reflects the language used in a home environment. This particularly refers to behaviours being described rather than using blaming and labelling terms. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)
- The registered person should ensure that staff have access to succinct plans that help them to best understand factors that affect children's motivation to behave in a socially acceptable way. Staff should encourage an enthusiasm for positive behaviour through the use of positive behaviour strategies in line with the child's relevant plans. ('Guide to the Children's Homes Regulations, including the quality standards', page 39, paragraph 8.13)

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: 2784407

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: Kristopher Turner-Sterling

Inspector

Ashley Arkless, Social Care Inspector

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