

2787998

Registered provider: 360 Children's Residential 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 can provide care for three children who may have emotional or social difficulties. At the time of inspection, one child was living in the home.

The home and manager were registered with Ofsted in October 2024.

Inspection dates: 22 and 23 July 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: 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

This was the first inspection of a new home. The child living here has a real sense that this is their home. They call the staff by name, which they did not do before. Important people around this child, professionals and family members, all report how much the child likes living here. The child has trusted relationships with the staff and has fun with them, going out to play.

The progress this child has made in the four months that they have lived in the home is clear to see. Nearly every professional working with them has said that this is a different child since moving in. This child is going to mainstream school and now attends full time. This is huge progress from their last year of education. In addition, they are developing social skills and are making more friends.

This child's health needs are supported well. Their dental hygiene has greatly improved, with the dentist recently commenting on the impressive improvements. Staff say that they regularly brush their teeth alongside the child, which models important healthy behaviour. Routines have been a real focus of the team, and improvements in the child's sleep and diet are evident. Staff and the child eat their meals together, further modelling family life.

Staff have sought additional support to look at routines and understand nutrition to support this child. Professional advice was provided on how certain foods affect sleep, and the team has worked hard on developing good snacking habits.

There was clear planning for this child to move into the home. The staff sent videos of themselves to help the child to get to know them. There was wide consultation with those who knew the child well so that the team could understand the child's needs before they arrived.

There are lots of activities on offer, and this child is very busy! Trips to the park, swimming pool and skate parks are part of their everyday routine. Memories are captured well in monthly reviews and in memory books. However, some information is not kept up to date, which could mean important details are lost.

The home is beautifully maintained and spacious. Staff have worked hard to repair any damage quickly. The child is also encouraged to help repair any damage they have caused by repainting spots or filling holes with adult help. This helps to make it feel homely and warm.

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

Professionals working with this child report that staff work closely with them and understand the risks to the child well. There have been high levels of incidents and damage to property that have been difficult to manage. The team have used restraint, and incidents increased when boundaries were implemented. At times, these incidents were not managed well. Newer members of staff were not confident as to when to intervene. The manager's oversight has been clear. They have unpicked incidents when that has been necessary. The manager has also reached out to other professionals to learn from these incidents. The team has been supported to review and learn from every difficult situation. Bespoke training was requested to adapt holds for a younger and smaller child. This training increased staff confidence and has made restraints more effective.

During restraints, concerns have been raised by the child. These are taken seriously, and staff are clear on how to respond. Records of restraint are generally highly detailed but not always clear. The manager's review highlights any shortfalls, and support is provided to the team to learn and improve.

Conversations take place with the child when restraints happen. Staff take a nurturing approach. Often the restraint ends with a hug, and the child is reassured by staff. Sometimes the conversations with the child take place with a member of staff who has been directly involved. On occasion, this is appropriate, as the conversation needs to take place quickly. However, consideration is not always given as to whether this is the most appropriate person to talk to the child about it.

This child is supported to take age-appropriate risks. They have been supported to understand road safety and regularly go out on their bike or scooter.

Staff help the child to understand their feelings and emotions. Use of the PACE (Playfulness, Acceptance, Curiosity and Empathy) model of care is seen throughout practice. For example, staff ask the child how they feel and use 'I wonder' statements, which helps them to name those feelings. Clear boundaries are set. This has caused difficulty when staff have not been consistent. The manager reviews these situations, and staff have worked on this. Clear routines and boundaries are now in place. The child usually knows the rules and what is expected.

The physical environment provides safety for the child. When items have been damaged, they are replaced quickly. This shows the child that they deserve to have nice things.

Safer recruitment processes are in place to ensure that appropriate adults work in the home.

The effectiveness of leaders and managers: good

This home is operated by a dedicated and caring manager who knows this child well. Good monitoring systems are in place, and the manager has the ability to review care critically. The manager's oversight of incidents is excellent. When a situation is not clear, the manager explores this with the staff involved. They are creating a learning culture by being able to reflect. The manager is honest that some situations have not been handled well. However, they are quickly reviewed, and the necessary support is provided to improve.

The manager is a strong advocate for the child. Professionals report that information is shared quickly. Leaders and managers have worked hard with the local community to integrate the child. The child has friends in the neighbourhood and goes to the local park, which demonstrates this.

The manager recognises the emotional impact of the work on the team. Some staff have been tired and said they have struggled. The manager has put strategies in place to mitigate this. Staff say they feel supported by their colleagues and managers.

Children's records are largely detailed documents. Guidance provided to staff is clear. Daily routines for the child are set out and are followed. At times, some of the language used is not meaningful to children. The use of words like 'heightened' and 'dysregulated' does not describe what is happening for the child or help them to understand the situation.

Supervision and team meetings happen regularly and support staff to meet children's needs. The use of guidance like 'positive environments where children flourish' helps to underpin the care provided and build a learning culture.

Feedback from professionals is overwhelmingly positive. Many spoke of good communication with the staff and the transformation in the child that everyone is starting to see.

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

Recommendations

- The registered person should ensure that any child who has been restrained is given the opportunity to express their feelings about the restraint as soon as is practicable. Management oversight should consider whether a person directly involved in the restraint is the best person to have this conversation with the child. Children should be offered the opportunity to access advocacy support to help them with this. ('Guide to the Children's Homes Regulations, including the quality standards', page 50, paragraph 9.60)
- The registered person should ensure that a clear care plan is in place for every child and that staff know how to respond to each aspect of care. This should be in line with the home's statement of purpose. The care staff need to understand the purpose of the care and any way in which the past experiences of abuse or neglect may manifest itself in the day-to-day life of the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 16, paragraph 3.15)
- The registered person should ensure children's memory books are kept up to date to ensure the detail of events and outings is not lost. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.5)
- The registered person should ensure that children's records are 'living documents' and that staff are recording information in a way that is meaningful to children. ('Guide to the Children's Homes Regulations, including the quality standards', page 58, paragraph 11.19)

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: 2787998

Provision sub-type: Children's home

Registered provider: 360 Children's Residential Services Limited

Registered provider address: 4 Minster court, Tuscam Way, Camberley, Surrey GU15 3YY

Responsible individual: Richard Ellis-Tole

Registered manager: Mia Lawrence

Inspector

Nickie Doney, Social Care Inspector

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