

2823507

Registered provider: Supercare Residential Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private company and was registered in March 2025. The home provides care for up to six children with learning difficulties.

The manager has been registered with Ofsted since March 2025.

There were four children living at the home at the time of this inspection.

Inspection dates: 16 and 17 June 2026

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: 17 November 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/11/2025	Full	Good

Summary of findings

The service is judged good in all areas due to the excellent care provided by staff, which helps children to thrive, have fun and make progress. Children are well supported to stay in touch with their families and to access the community.

Leaders and managers set high standards and model best practice, working effectively with families and relevant professionals to ensure children get the help they need. Managers are learning lessons in relation to matching children's needs when new children come into the home and have managed an unsettled period well.

Although children access activities, on occasion, opportunities to go out in the community are missed due to insufficient staffing.

Inspection judgements

Overall experiences and progress of children and young people: good

Children are having fun and are well supported. Staff engage children in a wide variety of activities, including scavenger hunts, swimming, daily walks and community groups, which are tailored to children's interests and needs. Children said they are happy and they like their home.

Staff support children to maintain and develop positive and meaningful relationships with their families through phone and video calls and travelling to meet them in their hometowns. One child has recently stayed overnight with his parent in a hotel, and a parent said relationships between siblings are the best they have been.

Children are making progress. Staff have built positive relationships with children and have a good understanding of their needs. Where there were previous barriers to leaving the home, all children are now able to spend time in the community supported by staff who know them well. A social worker said that the opportunities the child has 'are amazing'.

Children access tutoring within the home while permanent school arrangements are found. For two children, staff have fought for updated education health care plans to better reflect their needs. One child now has options for a college placement from September.

For one child who moved into the home, their needs were not sufficiently known or understood and the impact of this on children already living in the home was not properly assessed. This led to a period of disruption in the home negatively affecting both children and staff. The child then experienced an additional move to a better suited environment.

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

Children's individual risks are well understood by staff. Staff know children well and are in tune to small changes in behaviour or presentation, adapting their approach to best support children. Because of this, there has been a reduction in incidents.

Record-keeping when restrictive physical intervention is used has been improved to provide a more accurate and detailed account of all incidents. Social workers have direct access to all reports about children and are therefore able to provide independent oversight to ensure safe practice.

Extensive health needs are managed well by staff. Children are supported and encouraged to attend health appointments, and, as a result, one child was able to have surgery, which has supported a wider and more varied diet.

Staff are recruited safely. There have been improvements in the onboarding process, which ensure that the registered manager has complete oversight and sign off on all recruitment checks prior to a job offer being made. This ensures that adults who work with children are suitable to do so.

On occasion, staff have reported that there have not always been adequate numbers of staff to support trips outside the home.

The effectiveness of leaders and managers: good

The registered manager and her dedicated deputies are passionate, readily available, and actively present in the home for the children. Staff said managers are all approachable, supportive and listen to them.

Staff receive regular and beneficial supervisions and appraisals which support them to reflect on their practice and to identify areas for learning and development.

The registered manager is reflective and is aware of her own and the home's strengths and weaknesses. She is considered in her practice and takes responsibility for her own professional development and the development of her team. She provides opportunities for staff to take on greater responsibilities. This demonstrates good succession planning and promotes a consistent and stable management structure.

Leaders and managers are strong advocates for children and work effectively with the professional network to ensure that children's best interests are at the heart of care planning and that they get the best possible help and support. Leaders and managers have worked tirelessly to build relationships with the children's wider networks. There are regular communication and collaborative working. A social worker stated that the manager models best practice and the child they have placed benefits from the multidisciplinary team in the setting.

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

Recommendations

- The registered person should ensure that the home has enough suitably trained staff (including someone in a management role) on duty to meet the assessed needs of all children in the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 51, paragraph 10.1).
- The registered person should ensure they only accept placements for children where they are satisfied that the home can respond effectively to the child's assessed needs as recorded in the child's relevant plans and where they have fully considered the impact that the placement will have on the existing group of children. ('Guide to the Children's Homes Regulations, including the quality standards', page 56, paragraph 11.4).

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: 2823507

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: Natasha West

Inspector

Emma Blake, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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