

SC010699

Registered provider: Turning Point Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home registered with Ofsted in December 2001 and is operated by a private provider. It offers care for up to five children who experience social and/or emotional difficulties.

At the time of the inspection, two children were living at the home.

The manager registered with Ofsted in May 2018.

Inspection dates: 25 and 26 June 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: 9 July 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/07/2024	Full	Good
13/06/2023	Full	Good
02/08/2022	Full	Requires improvement to be good
16/12/2021	Interim	Declined in effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

A key strength of this home is the staff's ability to build warm and trusting relationships with the children.

Children can identify staff members they trust, and they express feeling happy living at the home. They feel confident that if they ever have concerns, staff will listen attentively and take appropriate action.

Complaints raised by children are managed promptly and with compassion. Children are kept informed about the outcomes of their complaints, which reinforces their sense of being heard and valued.

The manager takes proactive steps to understand each child's background before they move in. This includes requesting all relevant information from the local authority. This ensures that staff are well prepared to meet children's individual needs, fostering an environment of patience, empathy and understanding.

When children move into the home, staff ensure that their bedrooms reflect their personalities. This helps new children adjust quickly to their new environment. On arrival, each child receives a detailed children's guide, which helps them understand what to expect from staff and partner agencies, as well as what is expected of them. Structured routines are in place to help children feel safe and secure at the home.

Staff acknowledge the importance of family time and are proactive in encouraging children to stay in touch when it is deemed safe. This ensures that children maintain relationships with people who are important to them.

The manager is an enthusiastic advocate for children. They particularly focus on ensuring that children achieve positive educational outcomes. One child, who missed a significant period of schooling, has been supported to sit their exams and is now preparing to start college. Another child is being encouraged to pursue vocational training. Staff follow the manager's lead and acknowledge the effects on children who have experienced prolonged absences from education. They are skilled at building children's confidence and encouraging them to develop aspirations.

The home is characterised by a strong emphasis on listening to children and respecting their wishes and feelings. Staff ensure that children's choices and views are consistently respected. They recognise and actively encourage children to develop autonomy. For example, children are supported to make choices about the activities they wish to engage in. Staff also highlight the importance of spending time with friends and encourage participation in various experiences.

Children's health needs are prioritised. They are registered with all relevant health services. The manager supports staff in using therapeutic strategies to better align with children's health needs. Children's views about therapy are listened to. One child has requested a specific type of therapy, which has been approved. Staff ensure that any additional therapeutic support to children is introduced at a pace and time that is right for the child.

Although all children are generally making excellent progress, older children do not always receive enough support to develop essential life skills that will help them prepare for adulthood.

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

Serious incidents, such as children going missing from home, have significantly reduced.

Key-work sessions address how children can keep themselves safe. For example, staff help children understand online risks and recognise that some individuals may wish to cause them harm.

The staff's ability to build positive relationships with children contributes to keeping them safe. Children tend to stay in touch with staff when they are out in the community and let them know when they will be returning to the home. Staff also ensure that children know they care about them and will regularly check to ensure that they stay safe.

Staff work well with partner agencies to ensure that when children are at risk, strategy meetings take place and there is a multi-agency safety plan put in place. When it is evident that children require more specialist support beyond the remit of the home, leaders ensure that concerns are raised in a timely manner and that the right support is provided to them.

Staff have not received specific training to enhance their understanding of the risks associated with exploitation. As a result, there is a risk that they may not fully recognise signs of criminal or child sexual exploitation if these concerns arise.

The effectiveness of leaders and managers: good

Leaders maintain good oversight of the practice in the home. This includes having effective quality assurance systems in place. This supports continuous improvements in practice. Children's progress is continually reviewed, and goals and targets are updated as children's needs and priorities change.

Staff benefit from regular supervision. These sessions encourage reflection and enhance staff learning. Staff also benefit from detailed annual appraisals. This supports the staff to reflect on their practice and areas for professional development.

Despite some staff turnover, a core group has been at the home for some time. This ensures that there is minimal disruption to children's care.

Staff feel well supported by the leaders and managers. Records of team meetings demonstrate that staff can reflect on their practice and the needs of the children. Staff are also encouraged to chair team meetings.

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

Recommendations

- The registered person should ensure that staff have the knowledge and skills to recognise and be alert to signs that might indicate a child is at risk of harm. The registered person should ensure that skills in safeguarding are acquired, refreshed and recorded in the home's workforce plan. Staff should receive training on topics such as child sexual exploitation and child criminal exploitation. ('Guide to the Children's Homes Regulations, including the quality standards', page 43, paragraph 9.12)
- The registered person should ensure that staff help each child prepare for any move from the home. This includes supporting the child to develop practical skills, such as cooking, housework, budgeting and self-care. ('Guide to the Children's Homes Regulations, including the quality standards', page 17, paragraph 3.27)

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: SC010699

Provision sub-type: Children's home

Registered provider: Turning Point Care Limited

Registered provider address: 206 Turners Hill, Cheshunt, Waltham Cross EN8 9DE

Responsible individual:

Registered manager: Simonette Sehindemi

Inspector

Angela Reid, Social Care Inspector

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