

SC023740

Registered provider: Ethelbert Specialist Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private organisation. It provides care for up to three children who may experience social, emotional and mental health difficulties.

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

The manager has been registered with Ofsted since July 2018.

The inspector was aware during this inspection that a serious incident that occurred at the setting since the last inspection is under investigation by the appropriate authorities. While Ofsted does not have the power to investigate incidents of this kind, actions taken by the setting in response to the incident were considered alongside other evidence available at the time of the inspection to inform the inspector's judgements.

Inspection dates: 16 and 17 September 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 **good**

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

Date of last inspection: 9 October 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none



Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/10/2024	Full	Good
17/01/2024	Full	Good
06/03/2023	Full	Good
08/06/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children living in the home are relaxed, happy and having their needs met well. Managers and long-standing staff have developed strong, loving connections with children, who seek them out for affection and to talk about their day. Managers and staff use playful and humorous approaches to engage with children on a level that they respond to. As a result, children are settled, have built trusting relationships and feel confident about asking for help when they need it.

Children have made good progress from their starting points. Boundaries and encouragement have helped them settle, become more independent and learn how to manage emotions. This means that children can cope with daily routine and difficult situations with more resilience. They have learned important life skills and how to socialise with other children.

Children's health needs are well supported. Children attend routine appointments and staff seek specialist support for any individual health concerns. When children face difficulties with personal care, they are reassured and sensitively helped to find ways of managing them in a positive way.

Staff help children to engage positively with education. Children's attendance at school is good. They are encouraged to complete homework and fun educational activities created by the home. One child who was not going to school has been helped to overcome personal barriers and is now attending regularly for the first time. Their successes with this are acknowledged and praised.

Children are helped to see the people who are important to them. Managers take action to maintain relationships in complex situations and keep the child's best interests at the centre of plans. As a result, children are helped to see family and enjoy spending positive time with them. If children do not have family, managers are mindful that they have an independent person to talk to.

Since the last inspection, improvements have been made to the home and it is comfortable and welcoming. Shared spaces are colourful and inviting, with space for children to play or have quiet time. Children love their bedrooms, which have been personalised to their individual preferences. There is ongoing work to improve the home and redecorate some children's bedrooms where repair is needed.

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

Managers understand the risks and vulnerabilities of children. If risks are identified for children moving into the home, they are assessed and appropriate plans made to keep

children safe. Managers ensure that staff understand and implement the agreed strategies in the safety plan, and that key areas of risk are monitored and reviewed.

Managers respond proactively and appropriately to emerging risks and ensure that children are kept safe. They work closely with the children's professional network, advocate for children and put safeguards in place while incidents are being investigated. Staff are guided in how to manage any difficult situations or emotions and help children by listening to their anxieties. Staff are reassuring, allowing children space and time while setting appropriate boundaries.

Since the last inspection, restraint has been used on a few occasions. When a child is held to keep them safe during a difficult time, this is done as a last resort, and the child is offered the opportunity to reflect following the incident. Staff consistently promote positive behaviour. They use their relationships with the children to help them when they are upset or distressed. Children respond well to this.

Allegation protocols are being reviewed by the organisation. When one child made an allegation, this was taken seriously and reported to the appropriate professionals. Sensitive work was carried out with the child to help them explore their emotions, and they were updated about the outcome of their complaint. However, a second allegation made by a child during a physical intervention was not followed up. This means that the incident was not fully explored to understand if the intervention was effective and what could be done differently to prevent future harm to the child.

Staff understand the risks that using the internet may pose to children. Managers and staff respond quickly when there are emerging concerns and make plans with the wider professional team to reduce risks going forward. Children are supported to learn how to use the internet safely, considering their age and understanding. This approach means that children are helped to be safe online, as part of a risk-based approach towards independence.

The effectiveness of leaders and managers: good

Managers have worked in the home for a long time and provide a stable, consistent, professional approach. Their dedicated care underpins a nurturing culture where children feel valued and enjoy warm relationships with people around them. Managers have high standards for the staff team and put the children at the centre of the home. This means that despite changes in the staff team, children have a home that is nurturing and a stable base from which they can progress.

Transition planning is good. Managers consider children's needs, matching assessments are thorough and all children are prepared for moves before they happen. Children are helped with moving into the home and overcoming their anxieties, so they feel welcomed and able to settle. When children leave, they are involved in planning and supported to have positive endings.

Staff have a robust induction, regular supervision and training from a manager who places high importance on offering staff good-quality support. This means that staff have time to reflect, learn and develop while gaining a clear understanding of the expectations of their role and responsibilities. Staff value the support provided by the manager and feel that this has created an environment where children can explore and thrive. One staff member said they 'adore' working in the home.

Feedback from professionals is mixed but largely positive. When one professional raised a concern about a child's support, this was carefully considered by managers and robustly responded to. Other professionals praised the managers regarding their communication, dedication to children and support provided to help children stay safe. One child's social worker described the home as 'amazing' and 'over and above what I would dream of for a child'.

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; manage relationships between children to prevent them from harming each other; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(b)) Specifically, the registered person should ensure that all uses of restraint and consequences are evaluated to determine their effectiveness. They should take action to respond to allegations	30 September 2025

made by children and identify learning that can be put into practice.	
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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: SC023740

Provision sub-type: Children's home

Registered provider: Ethelbert Specialist Homes Limited

Registered provider address: Ethelbert Specialist Homes Limited, 17 Leigh Road, Ramsgate, Kent CT12 5EU

Responsible individual: Leslie Davenport

Registered manager: Sheryl Stockden

Inspector

Shirin White, Social Care Inspector

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