

SC033174

Registered provider: Hampshire County Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and operated by a local authority. It is registered to provide care for up to four children who experience social and emotional difficulties.

At the time of the inspection, there were four children living in the home.

The manager has been registered with Ofsted since January 2024.

Inspection dates: 18 and 19 November 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: 25 February 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/02/2025	Full	Good
13/02/2024	Full	Good
23/05/2023	Full	Inadequate
02/08/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff are skilled at building caring relationships with children. Children say they enjoy spending time with staff, including those who have recently moved in. Staff know the children well and understand their individual needs. Children are relaxed in the home and enjoy spending time with staff.

Children have enriching experiences living in the home. The home and gardens are full of games and activities for children to play with. Most children are enrolled in clubs, after-school activities and holiday events. One child is joining a local football team after successful trials, while another attends martial arts lessons.

All children are in education which meets their individual needs. When children have had periods out of full-time education, staff have created structured educational timetables to provide children with schoolwork and experiences in the home. For example, staff listen to children read, take them on trips to local museums and help them to prepare for writing assessments. As a result, any negative effect on the children's learning is minimised.

Staff help children to build connections with their cultural heritage. Strong care planning means that staff are confident supporting children who are from different nations. For example, staff cook meals from one child's national cuisine for all children. As a result, children are learning to better understand the world and develop their sense of self-identity.

Staff ensure that children's voices are heard. Children have a range of opportunities to express their views and wishes. Leaders respond promptly when children have made complaints. For example, one child complained about differences in children's access to technology. In response, managers helped them to understand each other's individual circumstances, while also considering their views, and made changes to plans to better fit the child's wishes.

Since the last inspection, one child has moved into the home. The planning around this move was excellent. Managers ensure that they have all the information they need to meet the children's needs and assess the potential effect on children already living in the home. Children are kept informed of plans in ways that are suitable for them, and they become familiar with the home and staff before moving in.

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

Staff support children effectively to build more positive relationships with each other. They work flexibly to create opportunities for children to spend quality time together, fostering cooperation and kindness. Some children's ability to share and compromise has improved. As a result, incidents of negative behaviour between children have reduced.

Staff promote positive behaviour through a range of structured and spontaneous rewards, which are individualised to motivate children. Their achievements are recognised and celebrated. The manager has implemented additional training to ensure that staff use restorative consequences to help children learn from their experiences.

The use of restraint is rare. When it is used, it is proportionate and used for the least amount of time required. Staff consider each child's vulnerabilities when assessing whether the use of restraint is necessary. Managers review each use of restraint to assess its proportionality and speak to staff and children to identify any opportunities for learning.

The manager works closely with other safeguarding agencies. They promptly share information with partner agencies when children have raised concerns about staff practice, such as the local authority designated officer, and take action to investigate. This means that children are kept safe and receive the support that they need.

Children are helped to stay safe online. When there have been concerns about children's activity online, staff have taken action to make sure they are safe and share their concerns with others involved with decisions about the child. Staff speak with children to help them to understand the risks associated with being online and how to keep themselves safe.

The effectiveness of leaders and managers: good

The manager has worked closely with the responsible individual to implement a range of improved monitoring systems. This enhanced management oversight means that the manager has good understanding of the strengths and weaknesses of the service and more in-depth knowledge of the progress that children make while living in the home.

Leaders have strong working relationships with children's families and other agencies. Feedback is widely complimentary. They say that communication with managers and staff is good and that staff keep them up to date when there are important events in children's lives.

Senior leaders have addressed several staff conduct concerns and complaints, some of which have included the manager. The responsible individual has provided additional training to all staff, which has re-established organisational expectations, while some matters remain under investigation. This has resulted in periods of low team morale and higher levels of staff absence. The effect on children has been minimised by familiar staff working additional hours.

Staff receive regular practice-related supervision and say that this is helpful to them in their roles. However, some staff have not received a meaningful annual review of their performance. This means that managers have missed opportunities to provide staff with support to further develop their practice.

Door sensors are used to monitor children's movement overnight. However, there has been no individual assessment for the suitability of this arrangement in relation to each child's individual needs.

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 registered person must ensure that all employees— have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(c))	2 January 2026

Recommendation

- The registered person should ensure that any modifications to the environment of the home are made only where this is intended 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 is specific to the door sensors currently used on children's bedrooms and external doors. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.10)

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: SC033174

Provision sub-type: Children's home

Registered provider: Hampshire County Council

Registered provider address: The Castle, Winchester SO23 8UG

Responsible individual: Deborah Price

Registered manager: Caron Chatfield

Inspectors

Glen Strowbridge, Social Care Inspector
Vicki Horton, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2025