

SC040633

Registered provider: Surrey County Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is managed by a local authority. It provides care for up to five children who experience social and emotional difficulties.

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

The manager registered with Ofsted on 29 April 2025.

Inspection dates: 2 and 3 September 2025

Overall experiences and progress of children and young people, taking into account	outstanding
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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	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 25 September 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/09/2024	Full	Good
04/01/2024	Full	Outstanding
21/03/2023	Full	Good
25/05/2021	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children receive exceptionally good care at this home, and they make significant progress from their starting points. Staff understand the importance of individualised care and are highly committed to nurturing children and creating positive experiences for them. Staff want the children to feel loved and not just cared for. All children said they like living at the home and that staff support them well.

Children make excellent progress in relation to their health outcomes and their emotional, social and psychological well-being. A child who was previously afraid of going to the dentist has been helped to overcome their fears, which has had a positive effect on their health. Other children have improved their social skills and self-esteem by making friends. This has enabled them to enjoy outings and have fun without staff being present. A child who has struggled to regulate their emotions can now freely talk to staff about any concerns they have.

All children are enrolled in education provision. Staff's commitment to supporting the children's education has had a positive impact on their attendance. Staff and managers work relentlessly to identify education provision for children who were not attending schools before moving to the home. Staff understand the benefits of education and therefore ensure that children positively engage in alternative education until school places are secured. Staff have made extensive efforts to help children prepare for the new academic year and achieve their full potential.

Staff value children's wishes and feelings, listen to them and respond in a proactive manner. Children are supported and provided opportunities to progress and further develop their talents. All children participate in activities individually or as a group. The group holiday away from the home was a highly positive experience for all the children, especially those who had never been away before.

Children are supported very well in their transitions into and out of the home. Admissions to the home are exceptionally well planned. The managers ensure that full information is gathered from professionals. Children have individualised transition plans that are child friendly and in line with their wishes. Staff think therapeutically about each child's history and will modify their usual arrangements if doing so is in the child's best interests. For example, two children from the same family were allowed to share a bedroom for a few nights, as they had never had separate bedrooms before living in the home.

The children are well prepared for adulthood. Staff maintain links with children after they leave, going above and beyond what could be expected of them, as the children have lived there for some time and staff genuinely care that they experience positive outcomes.

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

Staff identify, understand and manage children's vulnerabilities well. Clear and straightforward guidance supports staff in keeping children safe. Children and staff establish strong relationships, creating a safe and supportive environment that enables children to modify their behaviours. External professionals are positive about the support staff provide to keep the children safe.

Children are helped effectively to understand their individual vulnerabilities. Staff aim to educate the children regarding risks outside the home, including social media and the more general risks of being online. However, staff also allow the children to take proportionate risks, enabling them to develop their ability to keep themselves safe.

One child has sometimes been at risk of harm in the community. Staff followed the required procedures to ensure their safety, and the registered manager escalated their concerns appropriately. The manager initiated joint working with relevant professionals in the community and participated in risk management meetings. The manager also ensured that agreed safety plans were reviewed. This joint working was effective and reduced the risks to the child.

Physical interventions are rarely used. Staff are aware of the trigger points for each child, and this understanding, together with strong relationships between staff and children, helps reduce the possibility of incidents escalating. Restraints are only used as a last resort and for safety reasons. Post-incident work with children and staff is exceptionally good. When serious incidents occur, the registered manager ensures that their oversight is thorough and reflective. In addition, the responsible individual carries out their own overview. This provides an additional quality check and some independent oversight.

When safeguarding concerns and allegations are reported to the registered manager, they ensure that the relevant professionals are informed without delay. Close working with local authority designated officers and social workers is focused on keeping children safe and protecting them from harm. The registered manager ensures that the required procedures are applied to follow up the allegations, and appropriate outcomes are evidenced.

The effectiveness of leaders and managers: outstanding

The newly registered manager is passionate and ambitious about children's welfare and safety. There is an embedded culture of having high expectations for what the children can achieve. The staff team and children's professional networks share the registered manager's expectations. The registered manager inspires all staff, and they are happy to follow their lead.

Staff retention is exceptionally good, and no staff members have left the home since the last inspection. The new staff have been carefully selected and have the required experience and skills. There are no agency staff working at the home, allowing consistent care for children.

All staff receive mandatory organisational training. Furthermore, the registered manager identifies and organises any additional training that is required to meet the specific needs of the children. For instance, mental health professionals carried out in-depth self-harm training.

All staff receive regular supervision. Staff said that this offers a secure environment in which they can reflect and enhance their professional development. Regular staff meetings provide opportunities for staff to discuss the most effective ways of working with children, reflect on their practices and learn. To enhance staff development, the registered manager invites external professionals to the meetings, such as the advocacy team, the looked-after children's nurse, a local authority quality assurance officer and local authority designated officers.

No requirements or recommendations were raised at this inspection.

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: SC040633

Provision sub-type: Children's home

Registered provider: Surrey County Council

Registered provider address: Woodhatch Place, 11 Cockshot Hill, Reigate RH2 8EF

Responsible individual: Sharon Newton

Registered manager: Gemma Young

Inspector

Sonata Brisley, 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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