

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 are experiencing emotional and social difficulties. There were four children living at the home at the time of the inspection.

The manager has been registered with Ofsted since 2007.

Inspection dates: 25 and 26 September 2024

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	requires improvement to be 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: 4 January 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/01/2024	Full	Outstanding
21/03/2023	Full	Good
25/05/2021	Full	Outstanding
21/10/2019	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Staff provide high-quality individualised care for children. They understand children's needs and build strong, caring relationships with them. Children trust staff and say that they are happy living at the home.

Children make significant progress because risk-taking behaviours have decreased, independent living skills are promoted and children form strong and trusting relationships with staff. Staff are instrumental in helping children to progress and achieve their potentials.

Most children attend school full time and make good progress. When children do not have formal education placements, leaders work quickly and effectively to support them back into education.

Children's identities are well supported and staff go above and beyond to ensure that children understand their backgrounds. For instance, staff supported a child to visit their birth country as they had not been for many years.

All children develop their independent living skills in an age-appropriate manner. They are supported to complete basic household tasks and manage their finances.

Staff exceed children's expectations by supporting them to undertake various activities and go on holidays. Children's memory books capture a holiday in Marrakech, where children learned about the culture and had fun.

Staff hear children's views, wishes and feelings and support children to achieve their goals and ambitions. If requests cannot be met, staff clearly explain the reasons for this and advocate for children when needed. All children state that they have no complaints and would inform staff if they are not happy about something.

Children get on most of the time and staff ensure that the interactions between children are safe. When disagreements occur, staff ensure that children are safe from harm.

How well children and young people are helped and protected: requires improvement to be good

Children say that they feel safe. Staff are trained to identify and understand the potential risks to children. Staff's knowledge of children and trusting relationships allow children to be helped and protected by staff. Consequently, the frequency of incidents has significantly reduced. Staff supported one child to stay away from undesirable people, which reduced the possibility of exploitation. The registered manager worked with other professionals to ensure the child was protected.

Children rarely go missing. Appropriate actions are taken by staff when this occurs. The staff communicate their concerns to other professionals without delay. Children are helped to understand that staff care about them, and that they are worried about their safety during these times. Extensive work is completed with children to enhance their understanding of risks.

Staff use their positive relationships to de-escalate potential incidents. Consequently, restraint has only been used on one occasion. Following this incident, the registered manager sought advice as required.

Managers do not always take effective, timely action when allegations are made. There are sometimes unnecessary delays in sharing allegations with the designated officer for the local authority and Ofsted is not always notified in a timely way. Allegations have also been shared inappropriately with staff. Furthermore, managers do not always robustly consider safe working practices for staff and children immediately after an allegation is made.

The effectiveness of leaders and managers: good

The registered manager is experienced and passionate about the best outcomes for children. She is well supported by two enthusiastic deputies and a caring senior practitioner. Senior leaders also have good oversight of the home.

A range of positive feedback was received about the registered manager's practice, vision and achievements. Staff said that she is supportive and is a positive role model. They also felt that the registered manager goes above and beyond for children. The registered manager is in the process of changing roles and there are clear plans in place for the new manager to start.

Staff receive supervision, and managers take an interest in staff welfare and how they could be better supported. Staff meetings take place weekly and are used to review children's progress and the positive strategies used to support them. On some occasions, the registered manager invites external professionals to staff meetings. This enhances joint working and informs staff learning.

Leaders and staff listen to children and take their views seriously. Managers challenge professionals appropriately to ensure that children receive the best care.

Staff attend all required training. They also attend additional training to meet some children's complex needs. This helps to ensure that staff have the skills that they need to care for children.

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— 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)(v)(vi)(vii)(b))	28 October 2024

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: Surrey County Council, Quadrant Court 35, Guildford Road, Woking GU22 7QQ

Responsible individual: Paul Thomas

Registered manager: Sharon Newton

Inspector

Sonata Brisley, Social Care Inspector

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