

SC065478

Registered provider: Wandsworth Borough Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This local authority home provides full-time care or short breaks for up to 13 children with physical and learning disabilities.

The home registered with Ofsted in November 2005. The manager has been in post since April 2024 and has submitted an application to register with Ofsted.

At the time of this inspection, six children were living at the home, and four children were accessing short breaks.

All children present during the visit were observed, and some were spoken to.

Inspection dates: 11 and 12 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: 4 March 2025

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/03/2025	Full	Requires improvement to be good
23/05/2023	Full	Good
21/02/2023	Full	Requires improvement to be good
11/01/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The home has a welcoming and friendly atmosphere. Children are supported to lead fun and busy lives where their individual personalities, needs and preferences are the primary focus of staff.

Children develop positive and trusted relationships with staff. Staff are strongly attuned to each child's needs. Responses from parents were overwhelmingly positive, with staff described as 'attentive', 'enthusiastic', 'brilliant', 'caring' and 'responsive'. The affection and care observed within staff interactions results in children being happy, relaxed and comfortable in their home.

Staff understand children's preferred communication styles well. Most children living at the home or staying for a short break do not communicate verbally, so they are relying on staff to understand their needs and wishes. Staff demonstrate a good understanding of what children are expressing through their body language and vocalisation. Staff are skilled at communicating with children through the use of gestures, signing and visual prompts. One social worker said, 'I've consistently been impressed by how well the staff understand [name of child] preferences.'

Children attend residents' meetings regularly where they make suggestions for activities and share their views. Tailored documents are produced to use with the children, such as the children's guide, which is accessible with pictorial widgets and visual prompts that strengthen children's understanding.

Children have positive experiences in the home. Staff encourage and support children to take part in various fun activities. Children enjoy music, dancing, swimming, arts and crafts, and visits to local parks and attractions. This helps them to broaden their experiences and develop their social skills. Staff capture these moments by taking photos that are shared with children and family members.

The home is well equipped and provides a range of facilities. There is a sensory room, soft playroom, a well-resourced arts and crafts room and two spacious playgrounds for children to enjoy. There are some further areas of the home that require some redecoration and attention such as the computer and lounge spaces on the ground floor that detract from the homely environment. There are plans in place to improve and redecorate these areas with the children's input. Children's bedrooms are suitable for their needs. They are personalised, with children's favourite items reflecting their personalities and interests.

Children's plans and risk assessments are comprehensive and dynamic. They draw on the knowledge of professionals and families to ensure that there is a bespoke and responsive plan of care. This collaborative approach is valued by professionals and ensures that information shared is accurate and reflects the lived experience of the child.

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

Staff are aware of children's vulnerabilities and know how to safeguard them. Detailed written risk assessments and individualised behaviour management plans support good safeguarding of children and are regularly reviewed. This ensures that any changing support needs are identified for individual children, which may require additional monitoring or staff training, which is swiftly acted on. This flexible and responsive approach helps to keep children safe. Activities in the community are suitably risk assessed for each child and parental consent is agreed and regularly reviewed.

Staff are suitably trained. They undertake appropriate safeguarding training and specialist training to provide children with appropriate safe personal care. Parents and professionals spoken to said they had no concerns about safeguarding practice.

Safeguarding incidents are rare at this home. Where there are safeguarding concerns, managers complete thorough investigations, which include consultation with relevant safeguarding professionals. Leaders, managers and staff demonstrate good knowledge of safeguarding procedures and policies, such as the whistle-blowing policy and managing allegations against staff procedure.

Restraint is rarely needed. However, when it has been required, this has been appropriately used as a last resort to ensure children's safety. The recording of restraint incidents does not consistently record details of debriefs taking place with children or the staff who were involved.

A stable and consistent staff team offers appropriate and effective levels of support, guidance and supervision of children. One parent said that having the same staff members taking care of their child offers them 'reassurance' and 'confidence', stating, 'I've never had any concerns in the two years that [name of child] has been coming to the home.'

The building is safe and secure, and is well equipped in meeting the needs of those children with physical disabilities. Specialist equipment such as hoists, adapted baths and beds help staff to provide safe care.

The effectiveness of leaders and managers: good

The manager is an enthusiastic practitioner who has high aspirations to provide the best quality of care to children. She knows the children very well and has a clear understanding of the experiences that lead to progress for children. The manager is supported by motivated and passionate deputy managers who demonstrate commitment to develop opportunities for the children to experience fun activities, make good memories and enjoy their time at the home, whether living at the home or on a short break.

Managers have effective and well-planned introductions for children, which help them settle when they are new to the home. Managers and staff collaborate closely with parents and children to ensure that they do not rush the process.

Staff say that they are well supported by the managers, who are visible and accessible. Staff say that they are happy in their role. Induction and training opportunities are effective and meet children's and staff's needs. Staff appraisals take place each year. One staff member said that the leadership and management team provides 'good opportunities to improve services together that other settings do not do'. Staff receive regular individual and group supervision.

Professionals and parents highlight the excellent communication of managers and staff. One health professional said, 'Communication with [name of home] has been effective, and they promptly address any questions I have.'

Leaders and managers have effective systems in place to monitor the quality of care. The management team is supported by a suitable responsible individual. The requirements made at the last inspection have been met.

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

Recommendations

- The registered person should ensure that records of restraint enable them and staff to review the use of control, discipline and restraint to identify effective practice and respond promptly where any issues or trends of concern emerge. The review should provide the opportunity for amending practice to ensure it meets the needs of each child. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraph 9.59)
- The registered person should ensure that the home provides a nurturing and supportive environment that is suitably furnished. ('Guide to the Children's Home Regulations, including the quality standards', page 15, paragraph 3.9)

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: SC065478

Provision sub-type: Children's home

Registered provider: Wandsworth Borough Council

Registered provider address: Wandsworth Borough Council, The Town Hall,
Wandsworth High Street, London SW18 2PU

Responsible individual: Liisa Jordan

Registered manager: Post vacant

Inspector

Amanda Burrows, Social Care Inspector

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