

SC067151

Registered provider: Bristol City Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a local authority and provides short breaks for up to five children with special educational needs and/or disabilities and who may have complex health needs.

At the time of the inspection, two children were receiving short breaks at the home.

This home is managed by two managers who job-share. One registered with Ofsted on 6 April 2018. The second manager registered with Ofsted on 11 October 2024.

Inspection dates: 3 and 4 July 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: 12 June 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/06/2024	Full	Good
04/12/2023	Full	Good
22/03/2023	Full	Good
12/01/2022	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

Children enjoy their short breaks at the home. Feedback from parents regarding their children's stays is very positive. One parent said their child taps the symbol for the home most days, asking if they are going. Another parent said that when the home is mentioned, their child laughs and giggles, which they believe demonstrates how much they enjoy being there and how much fun they have. Parents also discussed the wide range of activities that their children can participate in at the home. Some parents said there are activities the children do at the home that they, as parents, would not be able to provide. One parent spoke of their child celebrating their birthday during a stay at the home. They said this was lovely for their child, as they got to celebrate with their friends and not just their family. Parents are very grateful for the time their child can spend at the home. They trust the staff team, as they know the staff really care about their children and know them well. All would recommend the home to other parents.

Staff know the children well. They talk about each child in a very nurturing way and want the best outcomes for them. They speak with pride about the progress the children are making. They express some sadness about children turning 18 and leaving the home. Many have been having stays at the home for several years and will be missed.

Staff are always looking for new things for children to do during their stay. This has led to children having more access to activities and events in the community. Some children like to have some personal space and listen to music after a busy day at school. As well as going out on trips and activities, the home offers numerous alternatives. There is ample indoor and outdoor space for children to use. Children grow plants, fruits and vegetables in raised beds. The garden also has a range of play equipment. However, the garden needs attention, as it is not a very enticing space. Currently, staff are tasked with maintaining the garden, but this is not effective, as their time is spent with the children.

Leaders and managers have an effective process for assessing children who may move in. This includes assessing known support needs and risks for the child moving in as well as the other children who use the home. It also considers whether staff have the necessary skills to meet the child's needs. In addition, leaders and managers are skilled at coordinating who comes in each night to ensure that each child has a positive and enjoyable stay.

Staff understand children's different communication methods and are skilled at using these. Children's communication methods are detailed in their plans, and each child has their own communication book containing the symbols they use. Staff use symbols that reflect the diverse cultures and heritages of the children.

Children's healthcare needs are well managed. Several of the children have complex health needs; however, the staff team includes registered nurses to help support these.

Feedback from other professionals is very positive. They noted that children are making progress and receiving good-quality care. They describe communication from the staff as either 'good' or 'excellent', and they said that parents really value the provision. Some said they wish there were more places like this home.

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

Children are safe at the home. Staff have a detailed understanding of each child's needs and vulnerabilities. Staff understand their safeguarding duties and responsibilities. Records of safeguarding incidents are appropriate.

Risk assessments are detailed and current, allowing children to safely participate in a range of activities while mitigating risks in their daily lives.

Behaviour is well managed. The core of this work is the knowledge the staff have of the children, which includes their awareness of the nuanced changes in the children's presentation and what this means. This allows staff to be proactive in their responses, which can prevent an incident from taking place. When incidents occur, they are well managed. Restraint is rarely used. When restraint is used, it is at a low level, primarily serving as a guide to prevent children from harming themselves or others. There has been a significant reduction in the use of restraints since the previous inspection.

Staff recruitment processes follow safer recruitment practices, which helps to protect children.

The effectiveness of leaders and managers: good

The home has two registered managers who job-share the role. Their working pattern ensures that there is a manager at the home during the week and includes one day where they are both together, which helps promote management continuity. All staff and fellow professionals said how well they work together, as they have shared goals and ambitions for the home.

Leaders and managers have a good understanding of the home's strengths and areas for development. They have plans in place for the home's development; however, because of ongoing staff shortages, they have not been able to fully implement these plans. Actions are therefore a work in progress.

There has been a detailed investigation on the issue raised at the previous inspection regarding how allegations against staff will be managed in the future by the two organisations that employ staff at the home. This work remains ongoing. There is a draft operating procedure in place detailing that the local authority will lead all investigations. However, this procedure has yet to be fully signed off and ratified.

Staff feel well supported in their role by leaders, managers and their peers. Staff said that staff morale has improved and continues to do so. Staff receive regular formal supervision, which provides an opportunity for them to reflect on their practice. Records

of these sessions have improved in quality. Staff receive training linked to the needs of the children and the staff's developmental needs. This includes specialist training regarding children's health needs. Staff feel that the training is of good quality.

Complaints are appropriately managed; however, leaders and managers are not consistently recording whether the complainant is satisfied with the outcome following an investigation.

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
Subject to paragraph (6), the registered person must establish a procedure for considering complaints made by or on behalf of children. (Regulation 39 (1)) In particular, the registered person should ensure that there are comprehensive and clear standard operating procedures that have been ratified by all organisations involved for addressing complaints that involve staff from other organisations who work at the home to ensure that swift actions are taken in response to any concerns raised.	30 November 2025

Recommendations

- The registered person should ensure that the garden, including the sensory garden, is well maintained. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that records of complaints include the complainant's response to the outcome of the investigation of the complaint. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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: SC067151

Provision sub-type: Children's home

Registered provider: Bristol City Council

Registered provider address: Director of Legal Services, City Hall, College Green, Bristol BS1 5TR

Responsible individual: Kate Markley

Registered managers: Victoria Poole-Smit and Anna Davis

Inspector

Wendy Anderson, Social Care Inspector

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