

SC068827

Registered provider: Surrey County Council

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a local authority and provides care for up to 4 children who experience social and emotional difficulties.

At the time of this inspection, 4 children were living at the home.

The registered manager has been in post since August 2025.

Inspection date: 24 March 2026

Date of last inspection: 23 April 2025

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector has looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection. All requirements raised at the last full inspection have been met, and one additional requirement has been raised.

Most children are preparing to move on from the home. One child has been supported in visiting a semi-independent provision in preparation for their move. Staff advocate for children to ensure that they receive the right help and feel prepared to move on as they approach adulthood. However, children's access to snacks is restricted because they are locked away. This reduces children's opportunities to make age-appropriate choices about food and maintain a healthy diet.

Children live in a well-maintained and comfortable home. Children engage in education or undertake meaningful activities, such as work experience. One child is studying for their GCSEs, and 2 children are preparing for employment. Staff help children apply for jobs and prepare for interviews. This helps enhance their self-esteem and future employment prospects.

Regular key-work sessions take place that focus on the individual needs of children. Staff ensure that children can discuss their feelings following an incident. Staff are sensitive to children's experiences and demonstrate an empathetic, nurturing approach. This helps children feel supported and understood.

With staff support, children have a deeper understanding of risk and the impact of risk-taking behaviour. As a result of this support, there has been a significant reduction in the frequency and severity of incidents, including missing-from-home episodes.

Since the last inspection, a new registered manager has been appointed. Staff feel positive about the care they provide to children and are confident in the leadership of the new manager. Children's family members echo this view. One child's parent said that there has been improved communication from staff and reported positive outcomes for their child.

Staff listen to children, take their views seriously and act on them. The manager thoroughly investigates any allegations children make about staff. The manager consults the local authority designated officer as required and notifies Ofsted. Staff have received additional training to ensure that they know what actions to take when a child makes an allegation.

When issues regarding staff conduct arise, the registered manager carries out investigations and consults the local authority designated officer and the police if necessary. The manager is considering changes in recruitment practices to ensure

that staff are the right fit for the home. This ensures that the standard of care that children receive is maintained.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/04/2025	Full	Requires improvement to be good
12/09/2024	Full	Good
06/12/2023	Full	Good
07/03/2023	Full	Good

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 quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— make decisions about the day-to-day arrangements for each child, in accordance with the child's relevant plans, which give the child an appropriate degree of freedom and choice. (Regulation 6 (1)(a)(b) (2)(b)(ix)) In particular, ensure that children are supported in understanding how to make age-appropriate dietary choices and can access food and snacks without unnecessary restrictions.	1 June 2026

Children's home details

Unique reference number: SC068827

Provision sub-type: Children's home

Registered provider: Surrey County Council

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

Responsible individual: Rebecca Hanifan

Registered manager: Susan Veitch

Inspector

Stephanie McDonald, Social Care Inspector

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