

SC368637

Registered provider: Channels and Choices Kent LLP

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to provide care for up to 3 children aged between 7 and 16. It is operated by a private organisation. The home supports children with behavioural, emotional and social difficulties and attachment issues. Some children have a diagnosis of autism. There were 3 children living in the home at the time of the inspection.

The manager has been registered with Ofsted since August 2022.

Inspection dates: 24 and 25 February 2026

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	outstanding
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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: 11 December 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/12/2024	Full	Outstanding
19/03/2024	Full	Outstanding
14/03/2023	Full	Outstanding
12/10/2021	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children live in a stable home and excel from their starting points. They value the nurturing and positive relationships they have formed with staff. Staff provide thoughtful and well-informed care to children, which helps children to feel safe and settled.

Staff are resilient and skilled at helping children to work through challenges in a way that helps them feel valued and secure. Staff ensure that children receive bespoke support, nurture and care to overcome any difficulties they experience. Staff use social stories and natural conversations to help children learn and move on from difficult times. Staff practice is consistently underpinned by the home's therapeutic approach to care and support.

Children make exceptional progress because of the individualised support they receive from staff, who understand children's past experiences. Children feel safe enough to disclose and revisit past events with trusted staff. Staff support children with skill and sensitivity to help them come to terms with past events.

Staff support children to spend meaningful time with their families. As a result of this support, children feel that their relationships with loved ones are improving. One family member said, 'The help makes sure we stay connected and together.' Children are beginning to establish healthy relationships outside of the home and have positive experiences with friends.

All children are engaging in education, which has been tailored to their individual needs. For some children, attending school is challenging. Staff work with education staff to develop bespoke arrangements that help children to succeed.

Children access health services and lead healthy lifestyles. They have healthy routines and participate in a range of clubs that align with their interests and hobbies. They take part in activities that promote their social development and wellbeing, such as drama school, ice skating, horse riding and activity club. Children have fun and make friends, both in the home and in the local community.

The home environment resembles that of a family home. The home is furnished and decorated with children in mind and with contributions made by children. Children's photos are displayed around the home, celebrating their individual personalities and achievements. Staff are respectful of children's privacy and make every effort to seek children's consent before entering their bedrooms, particularly when this is the child's expressed preference.

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

Children feel safe and secure with the staff who care for them. Staff understand children's vulnerabilities and well-informed risk assessments underpin staff practice.

Significant safeguarding incidents are rare. Children do not go missing from home and physical intervention is seldom used. Staff have a strong focus on restorative practice, which is used consistently. When concerns do arise, staff respond effectively to safeguard children, and the registered manager has excellent oversight of safeguarding practice. She ensures that concerns are shared with children's professional networks and takes action to ensure that practice remains safe and supportive for children. Social workers report that staff communicate well with them and share any incidents of concern promptly.

The registered manager takes time to understand how children experience the care provided by staff. Children know how to speak up or make a complaint. They have the confidence to share their views and are skilled advocates for themselves and others. Children are listened to and feel valued. Children have trusted staff they can talk to and are confident that staff will act on any concerns they raise.

Staff balance the need to manage online risks with the opportunity for children to learn to navigate the internet safely. Staff support children to learn about the dangers connected to using their mobile phones and accessing the online world.

Children who previously found it hard to attend therapeutic services now access and enjoy these. They make use of a range of support, including equine therapy and one-to-one talking therapy. This helps children to seek out and talk to staff about how they feel and to learn new coping strategies.

Children who have previously self-harmed no longer do so. Despite experiencing new difficulties, children are not using self-harm as a coping mechanism. Instead, children use the secure relationships with staff and the strategies they have learned since moving to the home to express and manage their emotions in a healthier way.

Staff receive excellent training to ensure that they are equipped to meet the needs of the children. Their care practice is well informed by reflective group meetings, consultations and training with the home's therapy team.

The effectiveness of leaders and managers: outstanding

The registered manager provides exceptional leadership and management. She knows the children well and speaks about them with warmth, pride and empathy. Leaders focus on providing a very nurturing and supportive environment, which helps children to thrive.

The registered manager has excellent oversight of the quality of care and is visible and accessible to staff and children. She has good systems in place to monitor safeguarding practice and ensures that record-keeping is accurate and up to date.

The registered manager is a good role model for staff and has very clear expectations about the standards of care. She is on hand to ensure that staff practice is consistent with the therapeutic ethos of the home. Staff take great care to understand how each child's experiences may influence how they perceive and respond to situations and interventions. The manager ensures the children receive bespoke care and nurture in response to their individual needs.

Managers and staff work extremely well with the children's families and professionals. Staff ensure that children engage positively with their support networks, helping them work towards their individual goals and milestones.

Social care professionals and family members are overwhelmingly positive about the care and communication from staff, as well as the progress that children are making, both emotionally and physically. Staff work collaboratively to promote the needs of children and provide effectively coordinated care. One professional spoke positively about the unique support one child receives. As a result of the exceptional progress the child has made, this professional is seeking to ensure the child can remain living at the home until they reach adulthood.

Staff say that they are well supported by the manager. She ensures that staff receive regular supervision and provides a safe space for them to reflect on their work with children and discuss their learning and development. All staff are provided with suitable training that equips them to deliver the home's model of therapeutic care.

The manager ensures that the provider's therapeutic team and children's education providers work closely with her to ensure that all the children's needs are responded to in a consistent and effective way.

No requirements or recommendations were set 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: SC368637

Provision sub-type: Children's home

Registered provider: Channels and Choices Kent LLP

Registered provider address: 15 West Street, Brighton BN1 2RL

Responsible individual: Kate Readings

Registered manager: Nicola Standen

Inspector

Gemma Bullen, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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