

SC370703

Registered provider: Surrey County Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is run by the local authority. It provides care for up to 12 children with learning or neurodevelopmental disabilities. There are 4 apartments that are suitable for providing long-term care. There were 12 children living in the home at the time of this inspection.

The manager has been registered with Ofsted since March 2026.

Inspection dates: 10 and 11 June 2026

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: 20 August 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/08/2025	Full	Good
22/10/2024	Full	Outstanding
22/02/2024	Full	Good
01/03/2023	Full	Good

Summary of findings

Children receive good-quality care and make progress in various areas of their lives. Their developmental, health, and emotional needs are well met. Changes in the management team were well planned and had no negative impact on children and staff. However, one previous recommendation was not met because an allegation about staff conduct was not responded to without delay.

Inspection judgements

Overall experiences and progress of children and young people: good

Children receive good-quality, individualised care. Staff are committed to children and their progress, and they promote a sense of belonging and stability for children. Staff ensure that children are appropriately supervised with daily routines. This allows children to make progress in various areas of their lives.

Three children live in each apartment. The environment is child-friendly, well maintained and equipped to meet children's specific needs. Shared spaces include a sensory room, a library and a garden. These spaces are comforting and familiar to children and promote interaction between them. However, there are only 2 vehicles for 12 children, and neither of the vehicles is adapted for wheelchair users. This presents difficulties for staff to transport children to off-site activities and medical appointments.

Children make progress that positively affects their physical and emotional wellbeing. One child has made significant progress with feeding and weight gain. Children benefit from spending time together, and this has led to 2 children going on planned activities almost daily. Some children develop age-appropriate independent living skills.

Most children attend full-time education and are encouraged to engage and achieve. When children are not in school, staff provide structured learning at the home. This includes educational activities and development of self-help skills. The staff and managers tenaciously advocate for children's needs to be understood and met by professionals in their lives.

Children's rights are respected through consistent care and attention to children's needs. Children's views and wishes are gathered in various forms, for example through consultations and key-work sessions. Children's interests and hobbies are reflected in their activities and bedrooms. Children use their preferred communication tools to express themselves. However, children are not consistently supported to use their communication tools by staff, and communication tools are not kept under regular review to ensure that they meet children's changing needs.

The managers and staff ensure that children are prepared well before they come to live at the home. Staff visit children at their current home and spend time with them. Children also visit the home several times so that they become familiar with the

environment and staff. Managers ensure that every child's needs are understood by staff and that they have the required training to support new children. Parents say that they are impressed with the level of care and commitment from staff.

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

The support and care provided by staff allows children to become increasingly safe. This is because staff understand children's individual needs. Children's plans and risk assessments clearly describe children's vulnerabilities, medical needs and how children should be supported to ensure that they are helped to be safe. Staff consistently adhere to set routines and take appropriate action to prevent harm to children. This contributes to a feeling of security for children.

All children have thorough health care plans and are supported to attend required medical appointments. The registered manager ensures that additional training and guidance is accepted from medical professionals when children's medical conditions require certain expertise. For instance, staff receive training from medical professionals about how to support a child after spinal surgery. Staff have also completed additional training to avoid potential issues with a child's gastrostomy button.

Medication errors are infrequent, and when they do occur, they are identified quickly and medical advice is sought. There is a clear procedure for staff development and learning following medication errors. This includes additional assessments of competency and training for staff. The registered manager has invited a pharmacist to audit medication procedures. This provides an additional layer of safety for children.

Physical restraint is used only on rare occasions. The staff ensure that restraints are only applied as the last resort and for the minimum length of time necessary. The registered manager ensures that children are consulted after such incidents. Furthermore, the registered manager carries out debriefs with staff that are reflective and aim to reduce the need for further physical restraints.

On one occasion, a staff member delayed reporting a child's allegation to the registered manager. As a result, no immediate action was taken to assess staff working arrangements and report the allegation to relevant professionals. When the registered manager was informed about the allegation, they ensured that the organisations' safeguarding policy was followed.

Children's social workers and other professionals state that children are supported safely and their needs are met. They also say that children enjoy living at this home and make good progress from their starting points.

The effectiveness of leaders and managers: good

Changes in the leadership team have occurred since the last inspection. The registered manager was previously a deputy manager at the home. The new responsible individual is experienced in having held various leadership roles in children's social care. Therefore,

the changes have had minimal impact on children and providing good-quality care remains a priority.

Leaders and managers have an ambitious vision about what children can achieve and have high expectations of staff. This is reflected in the staff team's dedication to children and their understanding of children's needs. The registered manager understands the home's strengths and weaknesses. They ensure that development of the service is ongoing. Leaders advocate for children and escalate any concerns appropriately.

Leaders provide a supportive environment for staff. Supervision is regular and covers wellbeing, training and practice. Appraisals include clear targets. The induction programme for new staff is structured and includes extensive shadowing and training. Staff feel confident and supported. When staff raise concerns and grievances, these are followed up in line with the organisation's procedure.

The registered manager ensures that their oversight meets regulatory requirements but is also reflective and thoughtful. They promote equality, diversity and inclusion across the home and demonstrate that they value children and staff.

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 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)(b)(d)) In particular, the registered person should ensure that allegations are shared with relevant professionals and followed up without delays to ensure safety for children and staff.	27 July 2026
In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— provide to children living in the home the physical necessities they need in order to live there comfortably. (Regulation 6 (2) (b)(vii)) In particular, the registered person should ensure that children have access to appropriate transport that meets their mobility needs.	27 July 2026
The health and well-being standard is that— the health and well-being needs of children are met; In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— understand the child's health and well-being needs and the options that are available in relation to the child's health and	27 July 2026

well-being, in a way that is appropriate to the child's age and understanding; and
understand and develop skills to promote the child's well-being.

(Regulation 10 (1) (a)(2)(a)(ii)(iv))

In particular, the registered manager should ensure that staff promote and review children's preferred communication tools.

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: SC370703

Provision sub-type: Children's home

Registered provider: Surrey County Council

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

Responsible individual: Sharon Newton

Registered manager: Jonathan Mack

Inspectors

Sonata Brisley, Social Care Inspector
Kerry Meller-Rayment, Social Care Inspector

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