

SC386428

Registered provider: Plus One South West Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is owned and operated by a private provider. The home can provide care for three children with social and emotional difficulties and/or learning disabilities.

The manager is registered with Ofsted and has managed the home since June 2024.

There was one child living at this home at the time of the inspection.

Inspection dates: 30 and 31 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: 14 August 2024

Overall judgement at last inspection: Requires improvement to be good

Enforcement action since last inspection:

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Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/08/2024	Full	Requires improvement to be good
03/05/2023	Full	Good
23/11/2022	Full	Requires improvement to be good
25/01/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, one child moved out of the home. Staff reflected on the positive progress they made during their time living there. The child re-engaged with education, completed their exams, and secured a place at college. Staff promoted a positive ending for the child and have maintained regular contact with them.

A child has recently moved into the home; this was well planned and prepared for by staff. Their time living there is still in its infancy and staff are supporting them to settle in; positive relationships are starting to form. When asked what it is like to live at the home, the child responded, "it's alright here," but shared they believe they will be moving on soon. This perception is limiting their willingness to meaningfully engage with the adults and what they can offer. However, staff remain persistent in encouraging the child to build connections at a pace that is comfortable for them.

Staff understand the importance that the child places on spending meaningful time with their family and friends. They support the child to have regular contact with them. The child has been able to maintain friendships and the staff are fostering good relationships with family to ensure their time together is positive.

The child can access a range of activities tailored to their individual interests. An example of this is when they told staff they would like to climb Ben Nevis. Staff proposed a plan to help them work towards this. As part of this plan, staff are encouraging them to take part in the 'ten tors summer challenge'.

The manager and staff regularly seek children's views about their care and respond to these. For example, one child expressed their wishes to attend a previous education setting. The manager advocated their wishes with all professionals to ensure these were central to planning. Consultation regarding education has taken place with the aim that the child will have a suitable provision in place for the start of term. The manager has been persistent in chasing this.

Staff create a warm and welcoming home environment, this is beautifully decorated throughout. Children were not able to access all areas of the home. Staff locked unused spaces, which restricted access to children. The manager reflected upon this and unlocked these during the inspection.

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

Staff understand the risks to the child and the support needed to safeguard and protect them. Staff respond promptly to risks. When a child accessed vapes, staff removed these and discussed the health risks. Staff monitor the child's mobile phone use. They perform daily checks and have measures in place to manage screen time. The manager discusses risk with the relevant professionals to ensure responses are proportionate.

Where there are restrictions in place for the child, staff are sensitive to this. They ensure the child can have positive experiences despite these restrictions. The child understands and accepts the support needed from staff in line with this. Staff support the child with empathy and non-judgment.

Risk assessments identify the child's main risks and set out clear guidance for staff to respond. Incident reports are detailed records that contain chronologies of action taken. These have management oversight that identifies key learning. Staff have conversations with the child to help their understanding of online risks.

The staff ensure a consistent approach to managing behaviour. They maintain clear and appropriate boundaries that encourage positive behaviours. This offers the child a sense of security and safety as they continue to settle into the home.

The effectiveness of leaders and managers: good

The registered manager of the home is passionate and committed to the care of children. The home has an experienced and competent team who share a common goal of supporting good outcomes for children. The positive ethos in the home results in staff feeling valued and supported in their roles.

Staff receive regular and effective supervisions. Records of these show that discussions take place around safeguarding, training, well-being, and reflective practice. Team meetings take place monthly, and staff regularly attend these. The manager shares key updates related to the children to ensure staff remain consistent in their approaches.

The manager regularly reviews the training needs for the home. The manager supports staff development; however, a workforce development plan is not currently in place to illustrate this. The manager has plans to complete this.

Processes to ensure staff suitability and safer recruitment are in place. The home has used agency staff on occasions to support the team and to safeguard children. The processes around this have recently undergone review to strengthen moving forward.

Management oversight is robust and evident throughout daily records. Reviews of incidents and records are reflective and identify key learning. Staff share that communication in the home is robust. Professionals and family share this view.

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

Recommendations

- The registered person should have a workforce plan that details the necessary management and staffing structure and the experience and qualifications of staff working in the home. It should identify any further training required for those staff and ongoing training and continued professional development ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.8)

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: SC386428

Provision sub-type: Children's home

Registered provider: Plus One South West Ltd

Registered provider address: C/O Milsted Langdon Llp Winchester House, Deane Gate Avenue, Taunton, Somerset, England, TA1 2UH

Responsible individual: Post Vacant

Registered manager: Joanne Wixon

Inspector(s)

Carly Parry, Social Care Inspector

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