

SC423606

Registered provider: Reamcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care and accommodation for up to 6 children with special educational needs and/or disabilities.

The home registered with Ofsted in June 2011. The manager registered with Ofsted in March 2021.

At the time of the inspection, 4 children and one young adult were living in the home. The inspector spoke with 4 children during the inspection.

Inspection dates: 18 and 19 March 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: 18 March 2025

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/03/2025	Full	Outstanding
30/01/2024	Full	Outstanding
22/02/2023	Full	Outstanding
04/10/2021	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

All the children and the young adult living in the home have had very settled placements. The most recent admission was over 18 months ago. Staff organise their routine tasks in the home well, with each child having a good understanding of their individual laundry and cooking days. This structure and stability promote children's independence and provide a strong basis from which they make exceptional progress. One child's parents said, 'They know him well and love him and he is happy and safe. What more could we ask for?'

Children flourish in their education. Staff have high aspirations for children's education and help them to engage fully with and enjoy their academic experiences. As a result, children have excellent attendance and develop well in their learning. For example, one child was supported to attend a college where they love the course, they are no longer selectively mute, and they have won an attendance award.

Staff are skilled in building trusted relationships with children. This makes children feel valued and secure. One child's independent reviewing officer said, 'I have always been impressed with their warm, caring approach with [child's name]. I saw him on public transport once with a member of staff; they did not know I was there and the staff member was supportive and answered all of his questions and comments with patience.' This helps children to develop confidence in the staff and feel able to ask them for help.

Staff promote children's physical, mental and emotional health, and wellbeing. They support children to understand and communicate about their adolescent development and are proactive in making referrals to specialist support services when necessary. Effective work takes place to help children to manage their personal care needs. One child who suffered a bereavement was provided with ongoing focused support.

Children are given a large range of fun individual activities, both inside and outside the home. These are individualised to their personal preferences and are captured in many photos that are used to create memory books of their time in the home. Staff also arrange for children to have enjoyable experiences together, including eating meals together, going on holiday and sharing celebrations in the home. This adds to the nurturing feel of the home and a sense of belonging for the children.

Children's views are sought and respected. When potential new staff have taster days at the home, leaders seek children's feedback. Children's views are incorporated into annual staff appraisals. All the children are supported to attend and be involved with the home's regular house meetings. Children's complaints are thoroughly investigated, and they are kept informed throughout.

Children live in a home that has a warm, caring and family-like atmosphere. There are many canvas prints on display throughout the home of all the children enjoying different

activities. Their personal tastes and cultural identities are reflected. For example, one child is a practising Muslim, and the home was decorated to celebrate Eid, with a timetable to support the child's observance of Ramadan in the kitchen. Overall, the home is a clean, well maintained and very child-friendly environment.

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

Allegations against staff are managed effectively. Leaders and managers respond swiftly and ensure that children's voices are heard throughout the process. All relevant parties are informed, appropriate referrals are made to the local authority designated officer (LADO) and timely investigations take place. The social worker for one child who made an allegation said, 'I was informed straightaway, the LADO was contacted, and [child's name] was spoken to and supported following their disclosure. This demonstrates strong safeguarding practice and a robust understanding of procedures.'

Staff undertake excellent key work sessions with children. They are directly related to the targets set to support children's development and planned in each child's monthly progress review. This dynamic approach supports children's ongoing development in the home.

Staff respond well to incidents in the home. This is underpinned by a good understanding in the team of children's needs, risks, and behaviour support plans. They know the strategies to support children and reduce the risk of behaviours escalating. Managers have conversations with children and staff following incidents and record their oversight. This ensures that there is ongoing learning from incidents.

Leaders and managers are proactive in supporting children's online safety. They recognised the need to increase their safety measures in response to one child's advanced knowledge of computer technology. In response, they assigned one worker the role of online safety lead and arranged for them to attend enhanced online safety training alongside updated training for the whole team.

Staff have a sound understanding of the home's whistleblowing policy and how to raise any concerns that arise. This is regularly discussed in team meetings and staff supervision. This contributes towards the home's strong safeguarding culture.

The home practices safer recruitment. All the relevant identity checks are completed, employment gaps are checked and references are verified. However, they do not make efforts to obtain overseas police checks for workers who originate from other countries. The company's recruitment policy does not address this issue.

The effectiveness of leaders and managers: outstanding

The home has strong and productive leadership. The registered manager is highly experienced and brings energy, enthusiasm, and commitment to her role. She has a thorough understanding of the children's needs and vulnerabilities and how best to support them. She works closely with the responsible individual, who knows the children

and staff well. Together, leaders and managers maintain good oversight of the home and have a shared understanding of its strengths and areas for development.

Communication with parents and external professionals is excellent. They are provided with regular updates, ensuring that they are well informed about children's progress and wellbeing. Professionals describe how accessible and responsive the registered manager and staff team are, and how staff have a clear, shared ethos. This facilitates effective planning for children.

The staff team is stable, and workers are settled in their roles. They know the children very well and take pride in the progress they make. Staff feel well supported by leaders and managers. One worker said, 'In terms of management, I believe the support provided to staff is excellent. There is a strong sense that staff feel comfortable speaking up and reporting any concerns when needed, which is so important in maintaining a positive and safe environment.'

Staff attend regular and constructive team meetings. Children are central to the discussions, and this is reflected in the team's consistent understanding of their care plans. Every meeting reviews actions from the previous meeting and sets a range of actions going forward. This enhances the sense of shared accountability for all workers in the running of the home.

Leaders respond robustly when staff report concerns. They undertake investigations and identify useful actions to address any shortfalls in practice. For example, an investigation led to the registered manager writing a policy on staff breaks which was reviewed by the leadership team then shared and discussed within the whole staff team. This ensures that there is learning and reflection to drive ongoing improvements in staff practice.

Leaders are in the process of gaining the National Autistic Society (NAS) accreditation for the home. This helps to further develop the home's care of children with autism and demonstrates the commitment to best practice.

One of the home's residents is a young adult who has turned 19. Leaders and managers have had regular discussions about their pathway plan with the placing authority and proposed the option of the company creating an adult placement. However, they have not challenged the significant drift in the placing authority's transition planning.

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

Recommendations

- The registered person should maintain good employment practice and attempt to obtain police information for staff who have lived outside of the UK to ensure that the recruitment of staff safeguards children and minimises potential risks to them. ('Guide to the Children's Homes Regulations, including the quality standards,' page 61, paragraph 13.1)
- The registered person should ensure that they challenge a placing authority when they do not provide the input needed to meet a child's need for transition planning to adult services. ('Guide to the Children's Homes Regulations, including the quality standards,' page 12, paragraph 2.8)

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: SC423606

Provision sub-type: Children's home

Registered provider: Reamcare Limited

Registered provider address: 100 Thorkhill Road, Thames Ditton, Surrey KT7 0UW

Responsible individual: Rayman Jeetoo

Registered manager: Gail Lumber

Inspector

Jo Mitchell, Social Care Inspector

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