

SC472139

Registered provider: Amegreen Children's Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is part of a private organisation and provides care for up to three children with emotional and behavioural difficulties. At the time of the inspection, three children were living at the home.

The manager registered with Ofsted on 17 January 2023.

Inspection dates: 6 and 7 November 2024

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 July 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/07/2023	Full	Outstanding
27/06/2022	Full	Good
21/07/2021	Full	Good
30/10/2019	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children are supported by a dedicated and enthusiastic staff team that helps them to develop secure and trusting relationships. There is a family-style atmosphere in the home and relationships are warm and nurturing. Children build warm, compassionate relationships with each other and benefit from care and loving interactions from adults who know them well. One parent said, 'They love and care for [name of child] as much as I do.'

Children take part in activities and holidays that support them to develop their self-esteem and to expand their horizons. Staff inspire children to have new experiences and develop new skills. Children are encouraged to use their hobbies and interests to make a difference for others, and staff support children to be positive members of their local community. For example, children have created gift baskets for elderly neighbours and have taken part in fundraising and charity runs. One child has been using their passion for horse riding to teach equine care and riding skills to local children with disabilities.

Children make remarkable progress in all areas of their lives. Staff support children to reflect on their achievements and experiences. Records are kept in a child-friendly format so that children can access and contribute to them. They keep memory books to capture their positive activities and certificates to celebrate their successes. Children were able to proudly reflect on their progress with inspectors. Staff's approaches to supporting children to make progress result in elevated levels of self-motivation for children. Children are committed to doing well at school, in their hobbies and in the home.

Children's care plans are well informed by research-led models of care and assessment. Meticulous attention to detail ensures that children consistently get the care and support they need to thrive.

Children do well in education. Staff have an exceptional understanding of children's educational needs. Barriers to learning are identified and removed. Staff advocate for children to ensure that they access the provision best suited to their needs. Children not previously attending education are now attending full time. Professional challenge has supported external professionals to review their own practice. One external professional said, 'We have been challenged by the home, when we were considering reducing [name of child's] timetable. The home advocated and helped us understand why this wasn't the right thing for him.'

Children's views, wishes and feelings are well understood. There are a wide range of opportunities presented to children for them to share their views. These include one-to-one work, conversations with managers and children's meetings. Children know how to

make a complaint. When needed, children have been supported to share their views with external professionals. Children feel heard by the adults caring for them.

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

Safeguarding is a priority for the home. Staff and managers are trained to identify and respond to risks. Staff are aware of how to raise concerns, and levels of incidents in the home are low.

Proactive and responsive planning contributes to the management of risk in the home. Comprehensive risk assessments and support plans support staff to care for children and keep them safe. Plans are reviewed regularly. External professionals and parents are consulted when new risks emerge.

Well-informed guidance supplements positive relationships, role modelling and practical support. Positive relationship-based practice is at the forefront of keeping children safe. The relationships between children and staff support early identification of new risks. Staff know the children well and are inquisitive when there are changes to their behaviour. Children receive prompt responses when concerns are identified. Children report feeling safe.

There has been no physical restraint in the home for five months prior to this inspection. When physical restraint has been used, this is only when necessary and as a last resort to keep children safe.

Children and staff are supported following physical intervention. Managers maintain robust oversight arrangements over the use and recording of physical interventions. Reflections with staff inform future practice and identify learning for the home. Conversations with children support them to identify their own strategies for managing behaviour. As a result, incidents are now resolved.

Children learn the skills needed to progress towards independence. Managers and staff carefully consider opportunities for children's learning and growth. There is a proportionate balance of risk management and age-appropriate life experiences.

The effectiveness of leaders and managers: outstanding

Leaders and managers have high aspirations for all children and staff at the home. A passionate and professional culture filters from leaders and managers through to staff. A conscientious registered manager ensures children receive a high quality of care. Multiple layers of management provide a positive presence in the home. A homes manager provides additional support to the registered manager and has a detailed knowledge and understanding of each child. Staff and children feel able to access support when it is needed.

Staff receive purposeful supervisions and appraisals. Supervisions support staff to reflect critically on their experiences. Discussions are child-centred and strive to continuously improve the support children receive. Regular appraisals help each staff member's ongoing personal and professional development. Support from leaders and managers has resulted in a stable and committed staff team. Staff feel valued and supported.

Staff and children benefit from a learning culture that strives for continuous improvement. Leaders support staff on a continuous journey of professional development. New staff receive a robust mandatory training package. Staff's skills are enhanced by a range of specialist child-focused training. Additional training for managers and lead staff deepens organisational understanding of therapeutic support. This multifaceted approach ensures that well-informed therapeutic support remains at the core of the practice.

Professionals feel confident that children living at the home are safe and well cared for. There is an open and honest culture created by leaders and managers. Managers consult and work closely with other professionals to meet children's complex needs. Leaders and managers in the home receive high levels of praise. Professionals commended their child-focused approach and their willingness to challenge other professionals. One professional said, 'They are my number one home, and I would be banging on the door to place any of the children on my case load at the home.'

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: SC472139

Provision sub-type: Children's home

Registered provider: Amegreen Children's Services Limited

Registered provider address: The Corner House, West End Road, Mortimer, Berks
RG7 3TF

Responsible individual: Rachel Redgwell

Registered manager: Karen Hatch

Inspectors

Georgia Carty, Social Care Inspector
Shirin White, Social Care Inspector

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