

SC472164

Registered provider: Amegreen Children's Services

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and run by a private organisation. It provides care for up to five children who primarily have learning disabilities. There were four children living in the home at the time of the inspection.

The manager registered with Ofsted in July 2025.

Inspection dates: 5 and 6 August 2025

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	good
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The effectiveness of leaders and managers	good
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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: 21 January 2025

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/01/2025	Full	Outstanding
19/09/2023	Full	Good
04/07/2022	Full	Good
29/06/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Staff demonstrate an exceptionally strong understanding of each child's individual needs, forming deeply attuned and nurturing relationships. Their responsiveness to the children's body language and non-verbal cues ensures that support is both timely and appropriate. This highly skilled approach, with a strong emphasis on helping children to express their needs, wants, feelings and emotions, has resulted in remarkable progress in their communication. As a result, the children are thriving, both emotionally and developmentally, with the development of communication skills forming the foundation of the excellent outcomes being achieved.

Staff consistently invest time in meaningful conversations with the children, helping them to understand social rules, explore their identities and build positive relationships. This support is thoughtfully aligned with therapeutic input, including speech and language therapy, resulting in notable improvements to the children's social communication. Staff demonstrate creativity and expertise in their approaches, adapting strategies to meet individual needs and ensuring that the children are supported to thrive, both socially and emotionally.

Children are supported by staff to develop independence in a nurturing and empowering environment. Staff encourage the children to undertake daily tasks, such as preparing their own snacks and engaging in age-appropriate risk-taking. The children have made exceptional progress in developing their independence as a result of the confident and consistent support provided by staff. This support has enabled the children to acquire new skills and to grow in confidence and autonomy.

Staff actively promote the children's interests and passions, helping them to engage in enriching experiences, such as attending clubs and performing on stage. The children regularly participate in activities such as horse riding, where they work towards achieving qualifications. The staff recognise and celebrate the children's achievements; this has resulted in the children's confidence and self-esteem blossoming.

Children lead enjoyable, active and fulfilling lives, supported by staff who prioritise fun and meaningful experiences. The garden is a vibrant sensory space, filled with equipment, hideaways and natural elements that encourage exploration and play. The children also enjoy regular outings, including holidays, theme park visits and adventure play centres. Staff facilitate participation in charity events, such as muddy races, helping the children to create lasting memories. These moments are captured in interactive photograph albums that include the children's own reflections, providing accessible and cherished records of their experiences.

Staff work in close partnership with families to achieve shared goals. Families consistently say that staff collaborate effectively to support care plans and enhance

family time. Staff provide support in the family home and on family outings, enabling the children and their families to spend more high-quality time together.

Since the last inspection, one child has moved into the home. Leaders conducted a thorough assessment before the move and welcomed the child in a child-centred and thoughtful manner. Following further assessment, it was identified that the child's needs could not be fully met within the home, and the child has since moved to another setting within the organisation. Managers have reflected on this experience and identified lessons to inform future practice.

Staff support the children to explore their identities and cultures in an inclusive and accessible way. The diverse staff team brings a richness of experience, helping the children to engage with different cultural traditions and develop a strong sense of self.

All children are thriving in their education settings. They achieve awards, maintain good attendance and benefit from consistent strategies between home and school. When challenges have arisen with local authority transport, staff have proactively stepped in to provide transport and escalate concerns. This has ensured minimal disruption to the children's education. As a result, the children are flourishing at school, both academically and socially.

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

Children do not go missing from the home. However, staff follow well-developed risk management plans for any children who may be at risk if they leave staff supervision suddenly and unexpectedly. These plans have contributed to improved safety and reduced risk for children.

Staff have a comprehensive understanding of the children's medical needs, and they provide high levels of care and attentiveness. Their actions during a recent medical emergency were commended by a health professional, who described the staff response as exemplary in ensuring the child's safety and well-being.

Staff demonstrate a positive and nurturing approach to helping the children when they are distressed. Physical intervention is used only when necessary to prevent immediate harm, and such incidents are followed by reflective conversations with the children. The registered manager maintains effective oversight of these events, ensuring that interventions are proportionate and in line with the home's ethos.

Children's behaviour support plans are regularly reviewed to promote consistency and positive outcomes. On one occasion, staff did not follow the agreed approach to behaviour management. This was addressed by the manager through supervision and reflective practice, with clear learning identified to prevent recurrence.

When incidents occur between the children, staff respond promptly and appropriately. They intervene at the time and provide follow-up support to help the children to understand safe play, social interactions and the concept of friendship.

Staff are generally attentive in recognising and responding to risks for the children. They demonstrate a good understanding of individual risk factors. However, on one occasion, staff did not follow a child's safety plan regarding the storage of hazardous items, although this did not cause harm.

Allegations against staff are managed appropriately. When poor practice has been identified, managers have taken suitable action, including providing additional staff support and guidance, and making changes to practice. Allegations are consistently shared with the local authority designated officer (LADO) and the child's social worker. When allegations are recurrent, agreed multi-agency plans are put in place to manage these effectively.

The effectiveness of leaders and managers: good

Since the last inspection, a new registered manager has been appointed. The registered manager is suitably qualified and has previously worked as the deputy manager of the home. He demonstrates a strong understanding of the children's needs and progress and is highly child focused. Staff express confidence in his leadership and say that they feel able to have open and constructive conversations with him.

The manager is supported by a highly engaged and outward-facing responsible individual. They are aspirational in their efforts to improve social care, both within and beyond the home.

Staff report feeling well supported in their roles. They receive regular supervision and benefit from reflective opportunities. Staff describe feeling emotionally and professionally supported through a range of available resources. One staff member said, 'I can't be happier in my role'.

There has been some staff turnover since the last inspection. New staff have been welcomed with comprehensive inductions and training, enabling them to quickly understand the organisation's ethos and to build positive relationships with the children. One new staff member said, 'The team have been amazing and have provided me with support whenever needed'.

Parents are highly positive about the care that their children receive. They note significant progress in their children's language development and personal care skills. Parents generally report effective communication with staff. Regular updates are provided, and the introduction of a new app has enhanced communication through the sharing of photographs. However, there was one instance when a parent was not informed about a concern regarding their child's care and did not receive follow-up information from the manager.

One complaint has been received from a parent regarding their child's care. This was investigated thoroughly by senior leaders. As a result, the manager implemented changes to staff practice and their approach to care. The manager discussed these changes with the child involved to ensure that they understood the action taken.

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

Recommendations

- The registered person should ensure that staff reduce risks for the children and ensure that the home environment supports this. Items that have been identified as a risk for the children should be stored safely away to reduce the risk of harm for the children. ('Guide to the Children's Homes Regulations, including the quality standards', page 43, paragraph 9.10)
- The registered person should ensure that the care for the children is overseen through engagement with each child's family/carers. This should include engaging with families when there have been shortfalls in the children's care and offering opportunities to complain. ('Guide to the Children's Homes Regulations, including the quality standards', page 54, paragraph 10.23)

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: SC472164

Provision sub-type: Children's home

Registered provider: Amegreen Children's Services

Registered provider address: The Corner House, 18-20 West End Road, Mortimer, Berkshire RG7 3TF

Responsible individual: Rachel Redgwell

Registered manager: Mohammed Meah

Inspectors

Mark Dawkins, Social Care Inspector

Tracy Beard, Social Care Inspector

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