

SC477040

Registered provider: Plus One South West Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private company. It provides care for up to three children who may experience social and emotional difficulties. At the time of this inspection, two children were living at the home.

The manager registered with Ofsted in 2019 and is suitably qualified.

Inspection dates: 23 and 24 September 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: 24 September 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/09/2024	Full	Good
19/09/2023	Full	Good
01/03/2023	Full	Good
22/03/2022	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

Staff are aspirational for children and want them to achieve positive educational outcomes. Staff understand the barriers to attendance for one child, who had been out of formal education for six months before moving to the home. The manager has been proactive in advocating for the child and, after listening to their wishes, has secured them a place at a mainstream school. Despite this progress, there are still ongoing barriers to the child's engagement. It is not clear how staff support the child to implement a healthy routine and structure around education. One child has recently moved in and started at a local mainstream school, where they have positive attendance.

The staff support children to maintain a sense of their own identity. Children spend quality time with people who are important to them. This time is appropriate, carefully assessed and supported with no unnecessary restrictions. Staff work proactively with parents and former carers to promote meaningful, regular and safe time together.

Children's individual talents are understood and nurtured. The staff offer a range of activities in line with children's interests and hobbies. They support children to attend local clubs and groups in the community on a regular basis. This helps children to foster friendships with peers outside of the home. One child attends a weekly boxing club and a jiu-jitsu class. The other child attends a weekly riding school.

Since the last inspection, one child has moved on from the home. This was not a planned move, however, the welfare and well-being of the child remained paramount. The staff liaised with the new care team and they have kept in touch with the child and their family. Feedback from professionals and family is complimentary about the excellent care and support provided to the child.

Two children have moved into the home. These moves were well planned. Staff sensitively welcomed the children into the home and supported them to overcome their anxieties, to help them to settle in and gain a sense of belonging. The suitability of children living alongside each other is robustly considered.

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

Children feel safe living at the home. Staff take time to listen to the children when they express concerns or worries and respond with compassion and empathy. Staff work hard to gain a deeper understanding of the children to identify what further support they may need. They are consistent in their approaches and maintain clear boundaries, with a focus around building trusting relationships. The staff use praise and rewards to help encourage positive behaviour.

Staff have shown high levels of resilience at times when situations and behaviours have been challenging. When incidents have occurred, staff respond promptly to ensure

children are safe. When a child has gone missing, they receive well-coordinated responses. The staff continue to search for children and sensitively welcome them back into the home. They ensure that they talk to children to understand where they have been and what they have been doing when away from the home. Management oversight is robust and learning is taken to develop a better understanding of how to adapt responses for the child.

Physical restraint has been used on three occasions for one child. Records clearly describe what led up to the incident and the de-escalation techniques staff used before the restraint. These demonstrate the physical intervention was used as a last resort and for a minimal amount of time. The manager's evaluation of the incident and lessons learned have led to additional training for staff. The manager ensures reflective conversations with children and staff take place following all incidents.

When safeguarding concerns arise, immediate action is taken to safeguard children. Information is shared with relevant professionals and external agencies, and any follow-up actions are completed.

The effectiveness of leaders and managers: good

The manager of the home has high aspirations for the children and ensures that they receive good-quality individualised care. She shows commitment and dedication to ensuring children are supported to achieve the best outcomes. The manager is a strong advocate for the children, showing persistence in her communication with all professionals involved in children's lives, to ensure their needs are met.

The manager has good oversight of the day-to-day practice in the home. She has a clear understanding of the home's strengths and areas for development and places a strong focus on continuous improvements.

The staff feel supported by the manager. They receive regular and effective supervision which focuses on staff well-being, safeguarding and the care and support of the children. Team meetings are regular and well attended, with clear agendas for discussion. The staff attend regular training to ensure they have the necessary skills to care for the children and fulfil their roles. However, the home's workforce plan lacks detail of the current staffing structure in the home, the skills and qualifications of all staff and identified areas for their individual development.

The children have not been living in the home long, however, positive progress is recognised by staff, professionals and children's families.

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

Recommendations

- The registered person should ensure that when children are not participating in full-time education, the staff support them to regain confidence in education by providing structured activities and opportunities for learning. This should include encouraging a positive daily routine and a clear structure and plan for the day. Staff should record the support provided to each child, enabling the manager to clearly understand their progress and identify any areas needing further development or support. ('Guide to the Children's Homes Regulations, including the quality standards', page 28, paragraph 5.15)
- The registered person should have a workforce plan that details the management and staffing structure and the experience and qualifications of staff working in the home. It should identify any further training and ongoing training and continued professional development required for those staff. ('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: SC477040

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 TA1 2UH

Responsible individual: Stephen Nicholson

Registered manager: Andrea Warren

Inspector

Carly Parry, Social Care Inspector

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