

SC486167

Registered provider: South West Childcare Services

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private organisation. It provides care for one child who may have needs associated with social and emotional difficulties. Since the last inspection, one child has moved out of the home and one has moved in.

The manager registered with Ofsted in February 2021.

Inspection dates: 2 and 3 July 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	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: 13 August 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/08/2024	Full	Outstanding
19/04/2023	Full	Outstanding
21/06/2022	Full	Good
25/08/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

At the time of the inspection, one child was living at the home. The inspector spent time with this child during the inspection. The inspector also spoke to the child who previously lived at the home on the phone. Both children spoke exceptionally highly of their happy experiences at the home, their relationships with the staff and the support they receive. The child who has moved on from the home reported feeling a real sense of love from the staff. They said that their time living at the home will have a lifelong positive impact on them, and the relationships they developed continue through regular phone calls and messages. The child felt that staff helped them to learn all the skills that they needed in preparation for moving on and helped them get a part-time job alongside their college course. The child is thriving as a result of the consistent support and guidance they received from staff, leaders and managers.

Children at this home make considerable progress because of a high standard of care and support being provided by staff who have close relationships with them and who care deeply for them. The child who is currently living at the home has made significant progress with their with education, their relationships and their ability to keep themselves safe.

The child is engaging with a part-time alternative education provision. On days when the child is at home, staff complete structured educational activities with them, including activities which ensure that they can access formal certificates to acknowledge their progress. Professionals from education speak exceptionally highly of the support that the staff and registered manager have given to children.

Staff help the child to have numerous experiences that are fun and positive for them, including trips to the cinema, golf, go-karting and cooking activities in the home. The child has been encouraged to think about a holiday that they would like to go on with staff. Staff listen to the wishes of the child and tailor activities to their interests. When the child makes reasonable requests, staff action these as a priority.

Introductions to the home are exceptionally well planned. Efforts were made to ensure that several staff visited the child, and the child also had numerous visits to the home. The child was provided with a welcome video and book, which helped them to develop relationships with staff and feel familiar with the home before they moved in. The timing of their move was adapted to ensure that the child's well-being, and their wishes, are a priority and this helps the child to form close and trusting relationships from day one. When children move on from the home there is careful planning with professionals and discussion with the children about timings. Staff make considerable efforts to remain in contact with the children and continue to offer them support after they have moved on from the home.

The house is well decorated and has a homely feel throughout. The kitchen area is the hub of the home, with staff, leaders and managers making this their base, which gives a family feel to the home. The child has had a say in the decoration of their room, and they are pleased with how their room is presented.

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

There is a clear safeguarding culture within the home, which is exemplary. There have been few significant incidents since the previous inspection. This reflects that the child who has moved on from the home was considerably settled during their final months at the home. There have been some safeguarding concerns relating to the child who now lives at the home, and the manager has worked closely with external professionals to ensure that these were dealt with swiftly.

When self-harm incidents take place, these are dealt with diligently by staff, who closely monitor the child to ensure their well-being. Medical attention is offered appropriately. At times, staff's knowledge of the child helps them to redirect the child to more positive activities, which avoids behaviours escalating. The child has been supported to reflect on why they engage with self-harm behaviours, and this has contributed to a significant reduction in incidents.

Staff, leaders and managers identified concerns about a friend of the child who is living in the home, who encouraged and contributed to significant incidents taking place. Leaders and managers have raised concerns with external professionals and advocate for risk planning meetings to agree safety plans. When attendance at these meetings has not been prioritised by external professionals, the manager has been quick to escalate concerns appropriately. This has helped to engage all relevant professionals to ensure that safety planning is effective. Staff have been diligent in implementing agreed strategies to support the child to break away from this friend. This has led to a substantial reduction in significant incidents at the home. The child says they feel calmer and happier since staff have helped them to end this friendship.

The child receives help from staff that means that they learn about their individual risks, and this helps them to make positive changes. Staff hold meaningful conversations with children and use therapeutic approaches to help children learn from their own mistakes. The child who previously lived at the home discussed that they stopped using cannabis with the help and support of staff, and despite living semi-independently now, they continue to remain abstinent. The child who currently lives at the home reports being motivated to quite vaping and said that staff engage them in conversations about healthy living to support them with this goal.

The effectiveness of leaders and managers: outstanding

There is excellent leadership and management, which has contributed to one child achieving extremely positive outcomes during their time at the home. The manager is considerably experienced and qualified, and there is an established team that provides

stability and consistency to the child currently living at the home. The manager is committed to providing a very high standard of care and driving improvement in staff practice. Leaders and managers are aware of some staff weaknesses and are working with staff to address these.

The manager has introduced some research-informed practice that has made a positive difference to the child and has contributed to them forming trusting relationships at the home. Team meetings are used to reflect on practice and are child focused. The registered manager brings topics for discussion, such as closed cultures or serious case reviews, to help the staff learn and improve their own practice. Staff supervision sessions take place regularly, and staff are helped to reflect on their relationship with the child and how they are helping the child reach their goals. Leaders and managers have embedded a culture in the home where they, and staff, continually try to improve practice to achieve the best possible outcomes for children.

Leaders and managers have a strong vision for the development of this home and high expectations for what children can achieve. Staff who work in the home say that they are supported well. They are proud of the children's achievements and what they achieve for children as a close staff team. Staff describe the manager as being excellent and proactive in supporting the child and the staff team.

External professionals and family members largely report that the standard of care provided to the child is exceptional, and that the child has made very good progress in a very short period as a result. There is strong partnership working with external professionals, and agencies recognise the positive relationships that they have with the registered manager.

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: SC486167

Provision sub-type: Children's home

Registered provider: South West Childcare Services

Registered provider address: Maybrook House, Third Floor, Queensway, Halesowen, West Midlands B63 4AH

Responsible individual: Lucy King

Registered manager: Samantha Drew

Inspector

Minnette Sims, Social Care Inspector

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