

SC487165

Registered provider: Serenity Care Homes Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned and provides care for up to 2 children.

At the time of the inspection, 2 children were living at the home.

The manager registered with Ofsted in October 2021.

Inspection dates: 10 and 11 June 2026

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	outstanding
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 24 September 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/09/2025	Full	Good
21/01/2025	Full	Good
14/03/2024	Full	Outstanding
29/03/2023	Full	Good

Summary of findings

Children are making good progress and have positive relationships with staff. Staff understand potential risks to children's safety and welfare. They are well trained and supported to manage and reduce these risks. Staff safeguard children well and collaborate with other professionals to ensure that children can access the services and the support they need.

Managers advocate exceptionally well for the children in their care and contribute to ensuring that a stable staff team is in place that meets the needs of the children in its care.

Inspection judgements

Overall experiences and progress of children and young people: good

Children enjoy trusting relationships with staff, who work hard to support them with the things they need help with. Regular, child-focused key-work sessions and daily summaries are sensitively recorded in a way that is beneficial for each child, should they wish to read them. The conversations that staff have with children enable them to share their thoughts and worries and think about how to achieve their goals and aspirations. This helps children to make progress and know that they are cared for.

Children receive highly personalised care. Staff understand children's needs well and tailor their approach accordingly. Children enjoy spending time with staff, who create memory books that enhance children's memories and provide a keepsake that may be read later in life.

Staff are trained to support children emotionally so that children receive the help that they need. One professional commented, 'I have been really impressed with them, and nothing is too much trouble, they are very child centred'.

The staff work well with education providers to ensure that children have opportunities to learn and support them to overcome barriers to attendance. One professional spoke highly about the communication from staff and their attendance at school events in support of the children they care for.

When children move on from the home, they do so in a planned way. Staff continue to have appropriate contact with children once they have left the home. When children move into the home, managers carefully assess their needs and consider how these can be met by staff. Plans are created in partnership with other agencies, which helps children settle and feel cared for.

Children benefit from clear routines. Staff support children in a variety of ways to express their wishes and feelings, promoting a sense of autonomy and inclusion.

Children personalise their bedrooms, and staff ensure that their hobbies and interests are encouraged.

Staff encourage positive behaviour through an ethos of trust and shared responsibility. They celebrate children's achievements and milestones proudly and frequently in ways that are specific and motivating to each child, for example the preparation for a prom and celebrating an important birthday for a child about to leave the home.

The home is warm and welcoming. There is a family feel, and children are comfortable in their surroundings. The communal areas have creative relaxing spaces for children and staff, with comfortable sofas and resources such as games and crafts.

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

A culture of good safeguarding, underpinned by the home's statement of purpose, is embedded in the home.

When children go missing from home, they experience a well-coordinated response from staff. Staff work with the police and others in the children's networks to locate them and ensure their safe return. Staff work efficiently with placing authorities to ensure that children are offered an opportunity to speak to someone independent about their time away from the home.

Risk assessments are thorough and detailed and ensure that staff are familiar with all risks associated with the children in their care. Staff have regular and effective communication with external professionals, which supports the ongoing management of risk.

The manager has developed a good culture of learning from incidents and implements changes to support the safeguarding and welfare of the children. There has been a reduction in the number of times one child has been missing from home as a result of the support from staff and the high level of communication between staff and the child's professional network.

Staff undertake regular health and safety checks to maintain a safe environment. Action is taken promptly to address risks that are identified to reduce the likelihood of hazards in the children's environment.

Recruitment is managed safely, in line with statutory guidance. This minimises the risk of children being exposed to unsuitable adults.

The effectiveness of leaders and managers: outstanding

The home is managed by a dedicated registered manager who leads by example, showing warmth and care for the children. She seeks to ensure that young people feel safe, secure and heard, and that the home provides the space and support needed to

nurture and develop opportunities for them to thrive. She is always striving to further children's progress and is supported by an experienced deputy manager and a stable staff team.

The environment is welcoming and inclusive, where there is positivity and encouragement. Staff say that they are well supported and are complimentary about the support they receive from managers.

The registered manager has effective monitoring and quality assurance processes in place. Therefore, the leadership team knows the strengths of the home and areas for improvement. The recording and collation of information enable the management team to track actions and feedback from professionals and children in a manner that helps to support relevant management oversight.

Regular supervision enables staff to focus on what matters to the children, and this creates a safe and positive space for children to flourish.

The leadership team demonstrates a strong empathic approach to the children that it cares for. It is inspirational, confident and ambitious for children, and influential in changing the lives of those in its care.

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: SC487165

Provision sub-type: Children's home

Registered provider: Serenity Care Homes Ltd

Registered provider address: Wild at Heart, Forest Road, Thorney Hill, Bransgore, Christchurch BH23 8DZ

Responsible individual: Deborah Lymbery

Registered manager: Georgina Angell

Inspector

Maria Calway-Kennedy, Social Care Inspector

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