

SC487165

Registered provider: Serenity Care Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private organisation. The staff at this home care for up to two children who have attachment, behaviour, emotional and social needs because of their childhood experiences.

At the time of inspection, there were two children living in the home.

The manager registered with Ofsted in February 2022.

Inspection dates: 21 and 22 January 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	outstanding
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 14 March 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/03/2024	Full	Outstanding
29/03/2023	Full	Good
30/11/2021	Full	Good
08/08/2019	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff build positive relationships with children quickly which leads to trusted relationships with staff. This helps children to settle quickly. Since moving to the home, children have been supported with a period of stability.

Children are making progress in many areas of their lives. Their progress is evaluated monthly and added to an ongoing progress report so achievements and important milestones can be viewed and evaluated by the manager and staff. Staff collate this and add to a memories book that children will take with them when they leave.

Staff support children to spend time with their family. The staff understand children's experiences and that family time is important to them. For one child this was highly significant and meant spending time with family over Christmas.

Staff are keen to provide children with as many opportunities to sample life outside of the home as possible. This is because they appreciate how it will enhance the children's overall development and understanding of the community and world they live in. One child is beginning to consider driving lessons, another is enjoying equine therapy.

Children's health needs are met. The children eat a balanced diet and can choose which foods they want to eat. Staff continually encourage children to try new foods. When children have a specialist requirement to how they want to eat, equipment is provided. However, external smoking areas of the home, accessible to children, does not promote a healthy living environment.

Most children arrive at the home having experienced significant disruption in their education. There is individualised planning for children's education. There has been effective planning to maintain and support a child's engagement in education. This has been driven by excellent advocacy from the team. This level of commitment helps children with a stepping stone for improved educational engagement.

Staff have regular and detailed discussions with children to share information and gather their views. Upskilling sessions and key-work sessions are an integral and enjoyable part of day-to-day life for children. Staff's skills in communicating with children help them to promote several opportunities for children to share their wishes and feelings.

The home is warm and welcoming. Staff have worked hard alongside children to make the home a nurturing and homely environment. There is lots of evidence of activities for children to enjoy. Staff clearly take pride in the home and help children to maintain a lovely environment for them to live in.

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

Safeguarding is at the heart of all that staff do as part of their daily work. Risk assessments contain detailed information about the children and how best to respond to them. These are updated at least each month to reflect how the child has been over the last month and to ensure that staff remain updated regarding all the child's needs.

Children have formed strong relationships with staff. The bonds between children and staff reinforce their sense of feeling safe. Staff do not shy away from difficult conversations with children if their safety is jeopardised. Rather, staff take a proactive approach and explore any issues in an open and honest manner. This also allows children to feel safe and approach staff when they have their own worries.

The manager ensures that all relevant safeguarding agencies are notified when it is appropriate to do so. Notifications to other agencies reflect effective safeguarding practice. There is a detailed chronology of action that staff have taken. The manager ensures that this is evidenced and keeps the child at the centre of safeguarding practices in the home.

Staff are appropriately trained in physical intervention. Staff have used their positive relationships with children alongside holistic interventions to ensure they have been no need for any physical interventions. Staff know to use all other positive behaviour support techniques, and that physical intervention is the absolute last resort for keeping children safe.

Staff take appropriate action if a child is missing from care. They ensure that every effort is made to locate the child and return them home safely. Children are welcomed home. Follow-up work is completed with children around the risks associated with going missing from care. Agencies are appropriately notified.

The manager and staff support the child to reduce their substance and cigarette use. Staff have constructive discussions with the child that are well recorded. They are supporting the child by providing information on how to access services to help them address this.

The effectiveness of leaders and managers: outstanding

A highly committed registered manager leads the home. They are supported by a dedicated deputy manager. They lead an energetic and motivated staff team. Staff are focused on care and support to children. Children are benefiting from nurturing care experiences. Staff report feeling well managed and supported. Staff morale at the home is high, and there is a positive and energetic approach from staff.

A real strength of the leaders and managers is working with external agencies. Feedback from professionals is overwhelmingly positive and commends their commitment to the children. The manager challenges professionals when needed in the best interests of

children. Children are supported to access specialist help when needed. This has included the manager ensuring an advocate is providing individual support for a child. Partner agencies said the staff are effective in supporting children to keep safe and achieving good outcomes.

The manager recognises the importance of children maintaining links with people who matter to them. There is a coordinated approach with family to ensure that family time is positive for all. There have been occasions when the manager has had to be highly creative to facilitate family time and great efforts have been made to ensure it goes ahead.

There is effective management monitoring through a variety of quality assurance systems. This helps the manager to ensure that timescales are met for a range of activities that relate to the running of the home. Independent scrutiny is built into the quality assurance systems.

The staff receive regular professional supervision. This is enhanced through group training opportunities that equip staff to meet the needs of the children. Staff are qualified or working towards the required qualification. In addition, staff complete mandatory training and an array of additional online training.

The manager has a robust approach to the safe recruitment of new staff. This means that only staff that are safe to work with vulnerable children are employed. However, further checks on references will strengthen this process.

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

Recommendations

- The registered person should ensure that each child's day to day health and well-being needs are met. Staff should work to make the children's home an environment that supports children's physical, mental and emotional health, in line with the approach set out in the Statement of purpose. ('Guide to Children's Homes Regulations, including the quality standards', page 33, paragraph 7.3).
- The registered person should ensure that recruitment of staff safeguards children and minimises potential risk to them. ('Guide to Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1).

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 Limited

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

Responsible individual: Deborah Lymbery

Registered manager: Georgina Angell

Inspector

Simon Hunter, Social Care Inspector

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