

SC481369

Registered provider: Reamcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned children's home provides care and accommodation for up to eight children who have learning and physical disabilities.

The suitably qualified manager registered with Ofsted in April 2020. At the time of this inspection, five children were living at the home.

Inspection dates: 21 and 22 March 2023

Overall experiences and progress of children and young people, taking into account **outstanding**

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

The effectiveness of leaders and managers **outstanding**

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: 11 January 2022

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/01/2022	Full	Outstanding
10/02/2020	Full	Outstanding
15/10/2018	Full	Outstanding
12/12/2017	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children benefit from outstanding individualised care and support. The proactive staff team goes above and beyond to ensure that the children in its care continue to learn, develop and thrive.

Managers and staff are exceptionally skilled at communicating with the children, for example communicating through social stories and sign language. This effective communication between staff and children is helping children to make excellent progress in all aspects of their lives and development.

Strong partnership working with children's families, schools, social workers and health professionals ensures that the children receive the expert help, care and support that they need. A teacher described staff as 'effective and consistent'.

Staff have high aspirations for the children in their care. They make sure that the children are fully involved in the local community. Children enjoy a wide range of carefully planned activities that help them to experience new things and grow in confidence. Examples include trips to theme parks, cycling, going for walks and jumping on the trampoline.

Staff encourage, promote and celebrate the children's talents. These include monthly award ceremony nights, the creation of memory boxes and photo books. Children take pride in their accomplishments and experience joy as a result.

Children benefit from living in a comfortable, spacious and well-maintained home. They personalise their bedrooms, for example one child has a basketball-themed bedroom, with a basketball stand. Children are central to the decisions that are made about the home. This gives them a sense of pride in where they live.

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

The safety of children is prioritised exceptionally well at this home. Children benefit from staff's strong emphasis on positive behaviour, which includes constant praise and rewards for their achievements, no matter how small.

Children live in a safe environment due to a variety of factors, including consistently high staffing levels. Each child receives extensive individualised care, as well as stable routines and boundaries. As a result, children's emotional well-being and behaviour significantly improves, and they feel safe and secure in their home.

The procedures for storing and administering medication to children are strong. Staff receive high-quality training to ensure that they are equipped with the knowledge

and skills to administer medication safely. When medication is no longer required, it is thoroughly audited and disposed of in a safe manner.

Staff help children to understand and safely manage their emotions and behaviours. Following any incident, robust debriefing meetings are held with the child and staff involved to reflect on the incident and identify any additional support or strategies to reduce the likelihood of future incidents.

Staff's in-depth knowledge of the children, combined with their exceptional observation skills, help them to identify issues early and ensure that specialist support is put in place to enhance children's welfare and safety.

The effectiveness of leaders and managers: outstanding

The experienced, enthusiastic and ambitious registered manager and deputy have high expectations of staff and are aspirational for the children. They lead by example and ensure that the staff have a clear sense of purpose and direction.

There is a great level of expertise in the team. The staff work closely with a range of health, education and social care professionals. This provides a consistent care approach across different settings.

The manager has sustained extremely high standards of care at this home. Children are clearly at the centre of her practice. Staff feel extremely well supported and valued. Inductions for new staff are thorough. All staff receive high-quality training and have a clear pathway for their continuous learning and development.

The registered manager is aware of how to deal with allegations against staff. She follows the safeguarding procedures correctly to ensure that all relevant professionals are informed of the concerns.

Professionals speak highly about the home. They say that the manager and staff sincerely care about the children and 'go above and beyond' for them. The staff promote positive family time in the home and in the community. Additionally, they are strong advocates for children and will challenge professionals to ensure that the children's needs are met.

Staff report that they feel well supported and valued by leaders and managers, who are compassionate and caring. Staff receive regular training and supervision.

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: SC481369

Provision sub-type: Children's home

Registered provider: Reamcare Limited

Registered provider address: 100 Thorkhill Road, Thames Ditton, Surrey KT7 0UW

Responsible individual: Rayman Jeetoo

Registered manager: Sarah Tilley

Inspector

Maud Pipim-Addo, Social Care Inspector

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