

SC423606

Registered provider: Reamcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care and accommodation for up to six children with special educational needs and/or disabilities.

The home registered with Ofsted in June 2011. The manager registered with Ofsted in March 2021.

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

Inspection dates: 30 and 31 January 2024

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: 22 February 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/02/2023	Full	Outstanding
04/10/2021	Full	Outstanding
17/10/2019	Full	Good
10/09/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children make excellent progress at this home. Staff and children create a home with a strong emphasis on family values. Children are happy. They play together, take part in activities and develop trusting relationships with staff and each other. Children enjoy being together and value their peer relationships. They share meals and celebrate their birthdays and achievements together. This adds to the home's family ethos. Children living at the home say that they have fun.

Children are supported and empowered to take ownership of their care plans and daily lives. The use of daily mood diaries supports children in developing their autonomy and builds on their sense of identity. One child said that their diary is a place 'to reflect, where you write down how you feel, what you did in the day, the things you could be worried about or the things you've done really well and are proud of!' Staff understand children from their individual starting points. They use all opportunities available to further promote children's development and support them to reach their targets.

Children have positive experiences living in the home and make excellent progress in all areas of their lives. Some of the children's achievements include enhanced social and personal care skills. For example, some children who are neurodiverse are now using their voices more and growing in confidence to interact verbally. Other children are now independently looking after aspects of their personal care, such as washing their hair themselves. Professionals and parents have described children's progress as 'significant' and 'dramatic'.

Staff work hard to ensure that all children's learning needs are met. They advocate strongly on children's behalf to ensure that the educational arrangements are suitable for the individual child. As a result, all children either attend school or receive home tuition while awaiting a school place. One child has successfully returned to education after a prolonged absence. One education professional said, 'The home is absolutely amazing; I can't fault them at all! I can see what a positive impact they have on [name of child] on a daily basis. They are always on board and support us with anything that we do in school.'

Children are listened to by staff who know them well. Staff are attuned to children's behaviours and intervene sensitively when children present with anxieties or concerns. This helps to reduce their worries.

The physical environment is cosy and comfortable. Children's bedrooms are clean and tidy, filled with their belongings and with photos and pictures decorating the walls. Planters have been built in the back garden in response to a child's request and decorated with the children's handprints. Children have access to a sensory room that helps them to relax when they feel overwhelmed.

The registered manager and staff use a detailed admission procedure. The assessment process is sensitive to children's individual needs, personalities and their lived experiences. Transitions into the home help children to settle. Children are invited to visit the home to have lunch or dinner and have overnight stays. When children leave the home, they are given their memory box and photo albums. This reflects their experience living in the home, the progress they made and important milestones that they achieved.

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

Safeguarding practice in the home is strong. Risk assessments for children demonstrate a clear understanding of risk. They are detailed and regularly updated when risks change to ensure that staff remain vigilant. Leaders and managers ensure that safeguarding practices are consistently applied across the team.

Feedback from children's social workers is positive. They have no safeguarding concerns. One social worker said, 'Incidents are reported to me immediately, and then a written report is sent through which is very detailed. All actions taken are appropriate in my view, [name of child] is safe at [name of home] and has been more stable than for a number of years.'

Staff engage in discussions with children about risks. They provide support and guidance on staying safe, both within and outside the home. Children talk about feeling safe and secure. When asked why they felt safe, one child said, 'Because the adults here keep me safe.'

Children have not been missing from the home. However, staff are alert and knowledgeable of the missing-from-home protocol. They demonstrate a good knowledge of children's safety plans.

Staff help children to understand boundaries. They encourage children to resolve disagreements amicably. When boundaries are challenged, staff use restorative discussions to help children reflect on behaviour and to make positive changes.

Staff are suitably trained in de-escalation and restraint techniques. When physical restraint is used, it is used appropriately and safely. Children and staff are given space to reflect on these incidents, which informs children's plans and behavioural management strategies.

Leaders, managers and staff take allegations and safeguarding matters seriously. They follow the home's allegation and safeguarding procedures. Leaders and managers respond quickly to any concerns, follow local authority designated officer advice and complete thorough investigations.

Parents are informed promptly about any safeguarding matters. One parent said, 'I have no safeguarding concerns. The fact that they immediately dealt with it made us feel very confident.'

The effectiveness of leaders and managers: outstanding

The registered manager of the home is suitably qualified and experienced. She is committed to ensuring that children achieve the best outcomes. One member of staff said, 'We put priority in making sure our children achieve the best, and our manager exemplifies this.' The registered manager's child-centred approach is reflected in a highly committed, resilient and well-skilled staff team.

Staff said that they feel 'empowered'. There is a culture of high aspiration and positivity developed within the home. This is modelled by leaders and managers who promote tolerance, respect and kindness for both children and staff.

The registered manager is an excellent advocate for children. She has a good understanding of children's rights and relevant legislation that she uses to ensure that children's needs are met. This has resulted in children receiving specialist assessments, effectively challenging local authorities' plans, and ensuring that children's school transport needs are met.

Staff feel valued by leaders and managers. They say that they are listened to and respected by senior managers in the organisation. Staff have undertaken meaningful and targeted training that supports them to further develop their professional curiosity. Managers and staff receive good-quality supervision. They also have reflective space within staff meetings to share any worries and discuss achievements. Leaders and managers act on staff suggestions and regularly request feedback from staff through a staff survey.

The registered manager has excellent monitoring and oversight of the service. Children's records and management reports consistently reflect children's lived experiences. They have a strong emphasis on the individual child, their views and their personality. Children's records show their achievements and acknowledge areas for development and growth.

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: SC423606

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: Gail Lumber

Inspector

Amanda Burrows, Social Care Inspector

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