

SC481369

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 for up to eight children with special educational needs and/or disabilities.

The home registered with Ofsted in January 2015. The suitably qualified manager registered with Ofsted in April 2020.

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

Inspection dates: 14 and 15 January 2025

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: 27 February 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/02/2024	Full	Outstanding
21/03/2023	Full	Outstanding
11/01/2022	Full	Outstanding
10/02/2020	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children lead fun and busy lives at this home and they are provided with excellent care. The home has a happy, welcoming and vibrant atmosphere. The staff work hard to ensure that children's voices are heard and that they receive individualised care and support.

Staff communicate skilfully with children to ensure that their views are shared. They take care to speak with children using each child's preferred communication style to inform their understanding. The staff are very well equipped with a broad range of different ways of communicating with children. They use these different approaches in a versatile way that fits with the needs of each individual child, be that through the creative use of short stories that describe social situations, creating individual soundboards or the use of sign language.

Children's daily routines and preferences are respected, which promotes children's sense of security and stability. Children are making excellent progress in all areas of their development, including education and health. One health professional said:

'[name of child] has significantly complex needs which were extremely difficult to meet before he moved into the home, and I have been impressed with the progress he has made there. The staff's focus early was on developing their relationship with him to ensure he felt safe and secure.'

Staff are committed, empathetic and professionally curious practitioners. Key-work sessions with children are consistently purposeful and aligned to the child's individual needs and care plan. Appropriate strategies and creative interventions support and encourage children's positive behaviours. Staff take every opportunity to craft interventions that are effective in supporting and promoting individual children's progress.

The home has a strong family atmosphere. Children enjoy being together and peer relationships are encouraged. Children are supported well to meet with family members who are important to them. Staff have high aspirations for the children and advocate strongly on their behalf. Children enjoy varied activities and are involved with the local community. For example, they have been fundraising and participating in local charity events. Children's achievements, talents and hobbies are celebrated. This includes regular award ceremonies, the creation of photo memory books that highlight the child's 'magic moments' and the creation of 'memory boxes'.

Children's contributions to the day-to-day running of their home are sought. For example, one child is responsible for the 'sign word of the week,' which is when staff and children learn a new sign every week. This adds to their sense of confidence and

autonomy and strengthens peer relationships. The excellent child-focused approach results in a happy and caring atmosphere in which children thrive.

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

Children's individualised safety plans and risk assessments are of an excellent quality. Staff and managers work creatively to provide strategies to minimise risk, and these are tailor-made to each child.

Suitability assessments and transition plans are thorough and individualised. This means that children and their families are introduced to the home at the child's pace. This considered approach helps children to settle and feel safe.

Children's emotional and physical safety is prioritised at the home. A high staff ratio and stable staff team contribute to ensuring that children remain safe. Staff are observant and well informed regarding each child's risks and act promptly if there are any concerns.

Children are supported to understand their own risks and those in the community. For example, the staff will concentrate on community safety issues such as 'road safety week' with the children.

Children's positive behaviour is rewarded and consistently encouraged. If there are worries about a child's behaviour, these concerns are communicated appropriately to the child and to partner agencies.

Staff are alert to safeguarding risks. Their excellent knowledge of the children contributes to the early identification of concerns. Managers and staff act promptly to request specialist support when necessary. Managers and staff have strong safeguarding knowledge and training. Leaders, managers and staff take allegations and safeguarding matters seriously. They follow the home's allegation and safeguarding procedures swiftly and effectively.

The administration of medication and the storage of medicines are good. There are safe and efficient protocols in place.

It is extremely rare for children to go missing from the home. Each child has a clear missing-from-care protocol in place and plans are individualised and detailed.

Feedback from professionals about how well children are safeguarded in the home is very positive.

The effectiveness of leaders and managers: outstanding

The registered manager is aspirational for the children, families and staff. She is a proactive, empathetic and reflective practitioner who has high and ambitious

expectations for the care provided at the home. Decisions made always prioritise the needs of children.

The registered manager has developed a culture of continuous learning at the home. Leaders and managers constantly seek out creative and new ways to involve children in their care and to further develop staff learning. By attending sector-specific leadership conferences and workshops, the registered manager ensures that she is well informed regarding current good practice and innovations within the sector.

The registered manager has comprehensive internal monitoring trackers in place and has excellent oversight of the service. Monitoring is detailed and focuses on what is important to children.

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 well and identify areas for development and growth.

The registered manager promotes open and effective communication with partner agencies, which means that children receive consistency of care supporting their well-being and development. One professional described working with the home as an 'amazing collaboration' that contributes positively to the progress made by the child.

Leaders and managers value their staff and invest in development opportunities to support career progression. The registered manager provides a robust staff induction, supervision and appraisal process. The training that staff receive helps to ensure that they maintain the level of skills and knowledge necessary for them to continue providing high-quality care to the children living at the home.

Staff say that they feel valued, empowered and well supported by the organisation. Leaders, managers and staff are working to its statement of purpose, ensuring that the views, aspirations and feelings of the children remain central to what they do.

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

Inspectors

Amanda Burrows, Social Care Inspector
Sadia Akhtar, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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