

2806362

Registered provider: SV Care Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private provider. It offers care for up to 4 children who may experience social and emotional difficulties.

At the time of this inspection, 4 children were living at the home. The inspector spoke with 3 children.

The manager registered with Ofsted in September 2024.

Inspection dates: 17 and 18 March 2026

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: 4 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/03/2025	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Since the last inspection, 3 children have lived at the home. The fourth child moved in 9 months ago. For most of the children, this is their longest stay in one home. As a result, children have settled and experienced stability. All children make significant progress, particularly in respect of their emotional wellbeing. Children develop strong and trusting relationships with staff. Children remain in contact with managers and staff when they leave to move to their long-term home. This offers ongoing emotional and practical support.

Children are cared for by a committed and caring staff team. Staff provide nurturing and therapeutic care. This replicates a family home, with children enjoying eating together at mealtimes, laughing, and joking with each other, and all 4 children went on holiday together. The manager brings her puppy into the home, and one child takes care of a pet hamster in her bedroom. These opportunities help children develop a sense of responsibility and provide them with nurturing experiences. One child said, 'This home is the best home in the country.' Staff described the home as being like a 'second home'.

Children either attend school or receive home tuition. All children enjoy their education, even those who have previously experienced difficulties and been out of education for some time. One child, who has passed exams, is enrolled to sit their GCSEs and is seeking a college course. Another child recently attended an awards ceremony that recognises exceptional children who exceed expectations.

Staff provide informal learning opportunities. Children access opportunities such as farm therapy, and they have achieved Award Scheme Development and Accreditation Network awards. A professional said:

'[Name of child] works so hard and is just amazing and doing so well, especially given where they have come from and being out of school for so long. They have plans for their future, and I know that [name of child] has the potential to do what they want to do.'

Staff are calm, patient and good role models. This helps children build trusting relationships with them. Children have several adults they can speak to about their worries or fears and no longer need to use other harmful coping strategies to deal with their difficult emotions. Children develop a greater ability to communicate their feelings.

The staff team recognises the importance of family and friends for children. Some children live far from home, and staff make a concerted effort to ensure that these children regularly see the people who are important to them. This includes staff developing relationships with family members to help make family time a positive experience for children.

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

Children are kept increasingly safer since living at the home. Children's risks and vulnerabilities have significantly decreased. Staff know the children exceptionally well and understand what strategies to use to keep them safe.

Children no longer go missing from the home, and they are at reduced risk of exploitation. Children now have time alone in the community and are trusted to return home at an agreed time. This allows them to go to the library or to just go out with friends. With careful risk assessing, the children have also been able to enjoy new experiences, such as going to music concerts with staff. Where appropriate, children can also invite friends to the home and enjoy sleepovers.

Managers and staff attend clinical team meetings to reflect on the children's behaviours and challenges. These meetings provide staff with the opportunity to discuss each child and agree on strategies as a team. Children are involved in their risk management plans, which helps them understand and follow their safety plans. For one child, this has led to them being able to move back to their hometown. A professional said, 'It is emotional when you look at how far the children have come and how much they have changed. It is a 360-degree turn around because of the support and relationships developed with staff. Staff are here to help children through their pain.'

Staff have many discussions with children, both planned and unplanned. These cover sensitive topics, such as healthy relationships or emotional wellbeing. The staff use a range of different resources and research to help children understand their concerns. One child explained the home's therapeutic approach and how staff accept them no matter what. Another child was able to explain what grooming behaviours looks like.

Monitoring children's behaviour has ensured that they receive the right external support at the right time, such as with eating problems. Furthermore, alongside their mandatory training, the manager sources good-quality bespoke training to equip staff with the skills and knowledge they need.

Children can speak to the in-house therapist, who visits the home on a weekly basis. The therapist is creative in engaging children with these sessions. Staff also receive guidance from the clinical team about the best way to support and care for children to meet their emotional needs.

Children continually receive praise and incentives from staff. This is through 'voice of the week' letters or post-box letters from managers and staff. Staff also write in children's positivity books with individual messages of support. Children enjoy receiving and reading these words of encouragement, and they can take the books with them when they move out of the home.

Children who have struggled to trust adults previously have made remarkable progress with improved confidence and self-esteem because of opportunities provided to them. Children's emotional wellbeing has improved, and they remain calmer. As a result, staff do not need to physically hold the children to keep them and others safe.

Children's relationships with each other have improved, and they now live harmoniously together. Children spend time together at home and enjoy going out together to places such as the cinema or on holiday. The memory books show many photos of the trips that children and staff have enjoyed together.

The manager has successfully addressed the requirements raised at the last inspection, and all incidents have been managed effectively. The manager appropriately reports any notifiable incidents to Ofsted.

The effectiveness of leaders and managers: outstanding

The home is managed by a committed and enthusiastic manager, with support from the deputy manager. They both work well together, and their child-friendly and therapeutic approach filters throughout the staff team.

The home's therapeutic model of care is thoroughly embedded and threads throughout the care, staff discussions, and report writing. Documents are written to the children, and children are also included in their plans and documents. This ensures that children take ownership and work alongside staff to achieve their goals.

Staff feel well supported by leaders and managers and speak positively about the therapeutic support they receive from the development and wellbeing manager. Staff can have their own wellbeing discussions, and staff morale remains high. One staff member said, 'It shows that they care for you.'

Leaders and managers are committed to staff development, with staff able to develop in their roles and progress to more senior positions. The ongoing support and development of staff through their regular supervision and wellbeing meetings means that they develop the confidence to begin to take on more responsibility.

The manager is tenacious and a strong advocate for children. The manager will also challenge poor practice from others. This ensures that children's voices are heard and responded to.

Staff are consistent in their approach to caring for the children. The manager sends out a team information-sharing newsletter outlining what has happened during that month and what is to come. This keeps the staff fully updated about what is happening. It also reinforces important information about the children.

All feedback is positive. One professional said, 'Staff know the children really well and advocate superbly for them. They are very communicative and proactive; they are great

professional partners to work with. The children regard them highly too, which speaks volumes.'

No requirements or recommendations were raised at this inspection.

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: 2806362

Provision sub-type: Children's home

Registered provider: SV Care Services Limited

Registered provider address: 85 Great Portland Street, London W1W 7LT

Responsible individual: Hayley Perrett

Registered manager: Jessica Sloan

Inspector

Tina Ruffles, Social Care Inspector

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