

SC485423

Registered provider: The Serendipity Centre Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to provide care for up to five children. It is privately owned by an organisation that has another registered children's home and an educational setting in the locality. Three children were living in the home at the time of the inspection.

The home uses the term 'adults' when referring to staff. This has been reflected in this report.

The manager has been registered with Ofsted since 15 November 2020.

Inspection dates: 12 and 13 March 2024

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

How well children and young people are helped and protected good

The effectiveness of leaders and managers good

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 28 June 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/06/2022	Full	Good
07/02/2022	Full	Requires improvement to be good
13/11/2019	Full	Requires improvement to be good
10/07/2019	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

This is a settled home with a stable team of adults. Children experience natural interactions and conversations with adults. This has enabled children to express their wishes and feelings, and this is reflected in their records.

Children are given individual opportunities to engage in activities inside and outside the home. Children's views are sought regularly by adults to ensure that activities relating to their interests are arranged. Adults support children to go go-karting, visit a local theme park and play glow-in-the-dark golf. Bonds between children and adults have strengthened through shared activities such as cooking, baking and making slime.

Adults ensure that they capture children's views. Although no formal meetings are held, individual conversations take place as well as discussions during mealtimes. Consequently, children's wishes have been listened to about free time and activities of their choice, and any health needs being raised are addressed.

Each child is making progress in various ways because of the support they receive. Adults know how to support each child and are mindful of each of their needs. Subsequently, children are making progress in areas such as personal care, independence and attending and engaging in education.

Children benefit from adults who foster their independence. Adults know how to promote this individually with each child. Examples include children taking public transport, cooking, doing their laundry and partaking in household chores. This provides children with a belief that they are competent and capable and builds their resilience to external challenges.

Children have access to psychologists that assist with their well-being. Adults are provided with guidance to best support children in understanding their needs. Individual strategies help children feel secure.

Children can keep in touch with their families and others who are important to them. The children's views and feelings inform the adults about how these reunions are organised. This sensitive approach means that visits happen in a way that supports children's preference and understanding.

Children have overcome issues they used to struggle with, such as making and maintaining friendships. One child struggled with their identity of being in care. Due to the support from adults, this barrier is no longer there, and the child enjoys having friends over for visits.

The environment created in the communal areas of the home by managers and adults is inviting and considerate. Children's personal spaces are decorated to their

individual tastes. However, the decor in some of the children's bedrooms has not been maintained well. Some outdoor spaces are also in need of attention. These conditions detract from a homely environment.

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

Adults have a good understanding of children's risks and vulnerabilities. Plans are developed with input from the children. This supports them in understanding dangers that could hinder their safety.

Consequences are used at times, when necessary, in the home. However, more emphasis is placed on restoring relationships following conflict. Subsequently, there have not been any incidents of physical restraint in this home for over two years.

The home has good safeguarding practices in place. Managers and staff know how to respond. When children make allegations or complaints, they are listened to, and their concerns are taken seriously and reported to relevant external professionals and investigated when required.

Children rarely go missing from the home. However, on one occasion, a child went missing overnight. Appropriate action was taken by leaders, managers and staff and the police were called, as the whereabouts of the child were unknown. There have been no further occasions of children's going missing from the home following this incident.

Recruitment practices in the home are effective. This ensures that only appropriate individuals work at the home and provide care for children. Managers and adults are aware of their responsibilities to ensure that effective health and safety processes are in place.

The effectiveness of leaders and managers: good

The registered manager is diligent and knows the strengths and the shortcomings of the home. There is an action plan in place to fully integrate therapeutic language into records, and focused time is spent on ways to improve this. Having records in this form gives children a better understanding of their experiences in care.

Adults' knowledge and skills are validated through regular supervision, training and support given from the home's linked therapist. Their understanding of the impact of children's early life experiences means that good care is provided.

Adults feel supported in their role. One adult said, 'Management are always to hand and answer the phone when called, even if they are not on call.'

Feedback from external professionals is positive. One social worker said, 'The home has worked wonders for [name of child]; their persistence with college is consistent. [Name of child] can share what they are worried about.'

There are effective monitoring systems in place. However, the reports produced by the independent visitor for the home have not always been accurate. This restricts opportunities for leaders and managers to drive further improvements in the home.

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

Recommendations

- The registered person should ensure that the independent person they appoint has the skills and understanding necessary to form an impartial judgement about the quality of the home's care. ('Guide to the Children's Homes Regulations, including the quality standards', page 65, paragraph 15.8)
- The registered person should ensure that children are given a choice about how their bedrooms are decorated and maintained. ('Guide to the Children's Homes Regulations, including the quality standards', page 16, paragraph 3.19)
- The registered person should ensure that the outside space of the premises is kept to a good standard. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

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: SC485423

Provision sub-type: Children's home

Registered provider: The Serendipity Centre Limited

Registered provider address: 1st Floor, Goodlands House, St. Lukes Close,
Hedge End, Southampton SO30 2US

Responsible individual: Sean Maguinness

Registered manager: Davina Pillay

Inspector

Karen Flanagan de Martinez, Social Care Inspector

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