

# SC032439

Registered provider: Wiltshire Council

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is registered to provide a short-breaks service for up to six children at a time. Children may have physical disabilities, learning disabilities and/or sensory impairment. Wiltshire local authority operates the home.

The registered manager has been in post since May 2025 and was the deputy manager for several years prior to this.

### Inspection dates: 19 and 20 November 2025

**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 **outstanding**

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

**Date of last inspection:** 29 October 2024

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
29/10/2024	Full	Good
21/11/2023	Full	Good
13/06/2022	Full	Requires improvement to be good
22/02/2022	Full	Inadequate

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

The short-breaks service provides care for 23 children. At the time of the inspection, three children were visiting the home. The inspector spent time with the children and observed their interactions with staff.

Children receive good-quality care from a dedicated team of staff who strive to meet their needs. Staff have developed good relationships with children and their interactions are caring and playful. Children trust staff to provide them with support and reassurance. They are confident, relaxed and happy in staff's presence. The home is an inviting environment for children and their imagination is stimulated by brightly coloured paintings and themed decorations.

Children have complex health needs and some are non-verbal. Staff pay attention to their behavioural cues and respond in a timely and appropriate manner, showing children that they have been understood. When children have verbal ability, staff encourage their speech by asking them open questions, prompting their engagement in conversations.

Staff have a good understanding of children's needs, vulnerabilities, risks, communication preferences and strengths. They show interest in children's cultural and religious needs. For example, one child practises Christianity and social story prayers have been created for him. Another child practises Hinduism. Staff are aware of her dietary requirements and have drawn up a list of appropriate foods for her.

Staff help children to make progress in various areas, for example communication, independence skills, socialisation, managing emotions and decision-making. Managers are reviewing all targets for children to ensure that they are more meaningful to help children achieve developmental milestones. Additionally, managers know that some staff require additional encouragement to ensure that they consistently promote children's independence and are taking action to address this.

Staff work incredibly hard to ensure that children have smooth transitions to adult services. This includes sharing information with new homes, facilitating meetings between the child and their new staff team and providing thorough handovers in relation to children's medical needs. Parents and external professionals shared positive feedback about the home, highlighting strengthened collaborative working.

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

Staff demonstrate a good understanding of children's cognitive abilities and how to communicate with them in a manner that reflects their needs. The use of physical interventions is rare because staff use their knowledge of children to devise appropriate strategies that help them to feel calm. Some of these strategies lean into children's interests, for example, using a teddy to communicate with them.

Staff are observant and they quickly identify when children present with new behaviours that create risk. They help children to understand appropriate boundaries by using scripted messages that are short and clear, aiding children's comprehension. When necessary, staffing ratios are increased for individual children to keep everyone safe. Additionally, children's breaks are sometimes paused until staff can meet with parents to revise plans.

Staff have a very good understanding of safeguarding and they attend children's statutory reviews. When staff identify concerns, such as unexplained bruising or marks on children, they work collaboratively with occupational therapists and social workers to determine the cause. If appropriate, staff communicate directly with parents. However, they recognise when social workers need to take the lead. Staff sometimes attend home visits with social workers, using their knowledge of children to support interventions.

Medication errors are rare but when they do occur, staff respond in an open and transparent manner. On one occasion, staff self-reported when they realised they had made a mistake prior to administering the drug. On another occasion, there was a delay in an error being identified, however, when managers became aware of it, they immediately initiated an investigation. They identified a shortfall with the medical administration form and quickly made changes to practice.

There have been no complaints or allegations of poor staff practice since the last inspection.

### **The effectiveness of leaders and managers: outstanding**

Leaders have worked incredibly hard to ensure that children receive consistently good care, despite the changes within the staffing team. Leaders have nurtured experienced staff who demonstrate strong knowledge and skills and promoted them to senior residential workers and managers. Leaders have provided valuable support to seniors and managers to ensure their personal development and to boost their confidence.

Leaders and managers have upskilled their senior residential workers in relation to safeguarding children. Their practice involves strong critical analysis, thorough consideration of children's health needs and timely consultation with external professionals. Leaders and managers have encouraged staff to build positive relationships with parents who are apprehensive about their children having respite care. They work with parents to agree phased visits at a pace that is manageable for children and their parents. This approach has instilled parents' trust in the service.

Leaders have embedded and strengthened excellent relationships with external agencies and settings, such as schools, the occupational health team and homes for disabled adults in the local area. This makes a positive difference to children's lives, especially in the context of their health needs and transition to adult services. Staff have organised health-related training for the children's new staff and have shared important health plans, for example, those related to sleep programmes and seizures.

Leaders and managers are critically reflective and ambitious; they have a strong understanding of the home's strengths and areas for development. They know that some staff require additional support to enhance their practice and they closely monitor this through supervision and, if necessary, with performance improvement plans. Managers have high expectations of the staff and the care they deliver to children. They use direct observations and newly devised quality assurance frameworks to review aspects of service delivery, with the aim of continually improving the home.

No requirements or recommendations were made during 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:** SC032439

**Provision sub-type:** Children's home

**Registered provider:** Wiltshire Council

**Registered provider address:** Director of Social Services, County Hall, Bythesea Road, Trowbridge, Wiltshire BA14 8LE

**Responsible individual:**

**Registered manager:** Charlotte Morgan

## Inspector

Tara Webb, Social Care Regulatory Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit [www.nationalarchives.gov.uk/doc/open-government-licence](http://www.nationalarchives.gov.uk/doc/open-government-licence), write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at [www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted).

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

T: 0300 123 1231  
Textphone: 0161 618 8524  
E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
W: [www.gov.uk/ofsted](http://www.gov.uk/ofsted)

© Crown copyright 2025