

SC042446

Registered provider: The Rose Road Association

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The service provides care for up to eight children between the ages of four and 18 years who have severe learning difficulties and may have additional physical disabilities, autism and/or complex health needs. The home is owned by a charitable organisation and provides primarily short overnight breaks. At the time of this inspection, 48 children were accessing the short-breaks service.

The manager registered with Ofsted in 2016 and is suitably qualified. The manager is also registered with the Care Quality Commission (CQC) and manages care for adults with similar needs in a separate part of the building. Care staff work across both adult and children's services. A separate report by CQC is available for the adult service.

Inspection dates: 9 and 10 July 2025

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 18 June 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/06/2024	Full	Good
27/06/2023	Full	Good
25/10/2022	Full	Good
24/11/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children enjoy their time in a safe environment which is tailored to their individual needs. Children's bedrooms are fully equipped, and brightly decorated in various themes, which the children enjoy.

Staff ensure that children have positive experiences. They provide children with positive routines and instil boundaries. Staff spend time with children and show an interest in their hobbies and interests. This helps build strong bonds between the staff and children.

Children use a variety of communication styles. Staff are attuned to these and provide appropriate equipment and support to ensure that children's voices are heard, and their views are acted on.

Staff know the children well. They have a clear understanding of their individual needs and encourage children to be as independent as possible. For example, staff help children to develop their communication skills, and some children learn to feed themselves and travel on public transport. The staff have a very aspirational attitude. They empower children to believe in themselves and learn new skills.

Care planning is a particular strength of this service. Managers understand the complex needs of the children and match these to the skills and experience of the staff team. This ensures that children's needs are well met. Incidents between children are minimal and children enjoy their stays.

Staff seek children's views, wishes and feelings. They support them to make choices, including what meals and activities are on offer during their stay. Staff also celebrate children's achievements, which gives children a sense of pride.

Children make good progress due to the staff team's dedication and care. The love, care and patience shown by staff has created a warm and nurturing space which children enjoy.

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

Children live in a safe environment. Staff care for children and understand each child's individual needs. Staff are attuned to any risks and record any accidents or injuries clearly. Any concerns are shared with the child's social worker and their family appropriately. Senior leaders have good oversight. They quickly identify any patterns or trends and follow up as appropriate. This safeguards children and ensures that there is learning from any incident.

Permanent staff are safely and carefully vetted. However, recruitment records for agency staff do not always demonstrate that they are checked in line with requirements.

Specifically, agency staff employment histories are only scrutinised for the last five years. Additionally, international criminal record checks are not undertaken for some agency staff.

Video monitoring of children is only in place when there is a medical need and to ensure that children are safeguarded during the night. The need for this is regularly reviewed with parents and placing authorities.

Staff proactively seek medical advice when they have concerns about a child's health. Any medication concerns are well managed and responded to quickly. Managers have clear oversight and identify any potential patterns and trends in incidents. There is an open culture where staff want to learn from any errors. This ensures quick reporting when things go wrong and follow-up actions are taken swiftly.

When children become distressed, staff support them well. Staff have good verbal de-escalation skills and use a variety of creative techniques to distract children and help them to calm. Care plans, risks assessments and behaviour support plans provide extensive information which helps staff to know how best to support children. Physical intervention is only used as a last resort in order to keep children safe.

The effectiveness of leaders and managers: good

Staff feel very well supported by the manager and senior leaders, who encourage them to progress to more senior roles. Staff receive regular supervision, team meetings and reflective sessions, including an end-of-day debrief. These ensure that any concerns are raised and addressed quickly and has helped to boost staff morale.

The responsible individual is familiar with all the children and spends time with them and the staff on a regular basis. Senior leaders also visit regularly and support the managers on shift. Staff really appreciate this and feel supported and valued.

Managers are aware of the strengths and weaknesses of the service. The members of the leadership team are flexible and are available to support staff to ensure that children receive a service from a familiar and skilled team.

Due to the complex needs of the children, staff are required to undertake a significant amount of training. Children's health needs are prioritised. This has resulted in a drift in some staff completing updates of their physical intervention training. This has had minimal impact on children due to the low levels of physical intervention used. Additionally, some staff have worked at the home for over two years but are yet to complete the required level 3 qualification in residential childcare.

Feedback is unanimously positive from professionals, family members and carers. Relationships between staff, the professional network and the children's parents and carers are transparent and supportive. The service provided to the children and families has a positive impact on the whole family.

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

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
<p>The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety.</p> <p>The registered person may only—</p> <p>employ an individual to work at the children's home;</p> <p>if the individual satisfies the requirements in paragraph (3).</p> <p>The requirements are that—</p> <p>full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2.</p> <p>(Regulation 32 (1) (2)(a) (3)(d))</p> <p>This requirement was made at the last inspection and is restated.</p>	9 October 2025
<p>For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained—</p> <p>the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or</p> <p>a qualification which the registered person considers to be equivalent to the Level 3 Diploma.</p> <p>The relevant date is—</p> <p>in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home.</p>	9 October 2025

(Regulation 32 (4)(a)(b) (5)(a))	
<p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child.</p> <p>(Regulation 13 (1)(b) (2)(c))</p> <p>Specifically, training in physical intervention must be brought up to date for all staff working with children.</p>	9 October 2025

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: SC042446

Provision sub-type: Children's home

Registered provider: The Rose Road Association

Registered provider address: 300 Aldermoor Road, Southampton, Hampshire SO16 5NA

Responsible individual: Steve Swift

Registered manager: Tina Fullbrook

Inspector

Emma Haskell, Social Care Inspector

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