

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 8 children between the ages of 4 and 18 years who have severe learning difficulties and may have additional physical disabilities, autism spectrum disorder and/or complex health needs. The home is owned by a charitable organisation and provides primarily short overnight breaks. There are 43 children who access the service, and 5 children were staying at the home at the time of the inspection.

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: 4 and 5 August 2026

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	good
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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: 9 July 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/07/2025	Full	Good
18/06/2024	Full	Good
27/06/2023	Full	Good
25/10/2022	Full	Good

Summary of findings

Children experience exceptional care and make remarkable progress. They thrive in a loving, nurturing environment where staff understand their complex needs and promote independence, safety and enjoyment. Healthcare, risk management and emergency planning are highly effective, supported by strong multi-agency working and a skilled nurse. Safeguarding practice is robust, with thoughtful incident management and transparent communication. Leadership is strong. Managers provide consistent support, model an open learning culture and maintain rigorous oversight. Staff are well trained, well supervised and committed, resulting in stable placements, successful transitions and children who are happy, settled and flourishing.

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children are unquestionably the heart of this home. They thrive in an environment filled with love, humour and genuine kindness, and they clearly enjoy their time there. Relationships observed during the inspection were nurturing, empathic and rooted in acceptance, enabling children to feel safe, valued and understood.

Children make remarkable progress from their starting points. Where progress appears slower, staff skilfully encourage independence and build children's confidence in meaningful ways, from learning to use cutlery to mastering the moonwalk.

Transitions into adult services have been exceptionally well managed. One young person has moved on successfully, and another is preparing for their next placement with sensitive, thoughtful support. Staff treat these young people as their own children 'flying the nest', reflecting the depth of attachment and pride in their achievements. Feedback from placing authorities is highly positive, and children remain warmly connected to the home even after moving on.

The management team's response to the recent, sad death of a child has been exemplary. Staff were supported with compassion, dignity and meticulous care. The poem, video tribute, memorial events and opportunities for private or group reflection demonstrated profound respect and ensured everyone could grieve safely. The emotional intelligence shown by the team cannot be overstated.

Children benefit from a wide range of activities in the home and in the community. Staff are creative and proactive in ensuring children can participate safely, even when complex medical needs are involved. Communication is a strength. Staff understand each child's unique communication style, whether through technology or subtle cues, and children's feedback is captured meaningfully through activity outcomes.

Advocacy for children is strong. Staff actions have stabilised placements, secured transport and ensured children can continue enjoying their short breaks. One young person's attendance improved to full participation overnight due to staff persistence and commitment, enabling a successful transition into adult services.

Children attend specialist education that meets their needs, and managers have secured additional resources, such as access to a neighbouring school's minibus, to maximise opportunities for day trips during school holidays.

Children are happy, settled and flourishing. Their progress is a direct result of the unwavering dedication, creativity and compassion of the staff team. Parents describe the home as a 'home from home' and speak highly of the care their children receive. Professionals consistently praise the staff's commitment and the positive impact the service has on family stability.

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

Children live in a safe, well-maintained environment and are cared for by staff who understand their individual needs, including highly complex medical conditions and behaviours. Home maintenance has improved significantly, with clear task allocation and stronger managerial oversight preventing drift in standards.

Children's healthcare needs are managed extremely well. Emergency health plans are in place and understood. When admitting a new child, managers plan thoroughly, ensuring staff are trained in advance and, where risks are higher, arranging introductory visits when no other children are present to support a safe transition.

A qualified nurse provides practical, hands-on training and competency oversight. Staff value this approach, describing it as far more effective than traditional presentation-based learning. This has strengthened staff confidence and improved practice.

Equality and diversity are promoted well. The diverse staff team enables children to celebrate their own religion and cultural background while learning about others. Staff work sensitively with parents to respect children's religious needs, fostering an inclusive environment.

Incidents are managed effectively. Staff use patient, calm de-escalation, verbal reassurance and distraction techniques. Physical restraint is rare. However, the recording of low-level physical interventions, such as guiding or redirection, is inconsistent. Senior leaders have plans in place to improve understanding and ensure consistent recording. The impact on children is minimal.

The manager's review of incidents is reflective and child-centred. Reviews consider potential triggers and provide clear guidance to staff on adapting their approach.

Post-incident discussions with children are honest and supportive, and parents, carers and social workers are updated without delay.

One complaint has been received very recently from a parent, which is currently under investigation. When one parent was unsure how to make a complaint, staff immediately provided clear information. Staff are attentive to parents' needs as well as children's, strengthening relationships and ensuring children's best interests remain central.

Safe recruitment practice has improved markedly. All agency staff are now recruited in line with regulations, ensuring children are cared for by safe and suitable adults.

Managers have also reduced reliance on agency staff, which has boosted morale and improved consistency for children, who benefit from being supported by familiar adults.

The effectiveness of leaders and managers: good

The management and staff teams are largely long-standing, providing children with highly consistent care.

Staff describe feeling exceptionally well supported by managers and value the constant management presence, whether in person or by phone. This availability is particularly important when swift, confident decision-making is required.

Staff consistently report that they feel valued, listened to and professionally nurtured. They speak with pride about children's achievements and demonstrate clear passion for their work.

Managers role model an open, transparent and learning-focused culture, enabling staff to challenge practice appropriately and raise concerns confidently. This strengthens safeguarding practice and ensures learning is acted upon promptly.

Training is comprehensive, bespoke and carefully planned to meet the extensive and complex needs of the children. Staff receive regular supervision that supports reflective practice, reinforces expectations and promotes professional development. Improvements since the last inspection include stronger supervision records and a clear matrix to support monitoring. While some supervision recording could be more timely, the overall process is thoughtful and robust. Induction and probation are well structured, ensuring staff only undertake tasks when competent and confident.

Staff have made significant progress in completing their level 3 diploma, supported by managers who have strengthened learning opportunities and increased assessor input. Clear plans are in place to ensure there is no drift and that all staff complete the qualification within the regulatory timeframe.

Staff have access to ongoing support, advice and reflective spaces. Monthly team meetings are well attended and cover policies, procedures and children's routines in

detail, promoting consistent care. Staff wellbeing is prioritised and openly discussed, contributing to a strong sense of belonging. Opportunities for staff to spend time together, such as the recent memorial picnic, have positively impacted morale. High-quality facilities further demonstrate the organisation's investment in its workforce.

The leadership team role model excellent practice, and the ethos of the home is clearly embedded throughout. Managers demonstrate strong oversight through robust monitoring and quality assurance systems. Learning is used effectively to strengthen practice and maintain high standards.

Children are at the centre of all decision-making. Leaders consistently demonstrate what high-quality care looks like, and, despite the complexity of processes and planning, the child's voice remains the driving force of the home.

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

Recommendations

- The registered person should ensure that staff understand that restraint includes restricting a child's liberty of movement. This includes, for example, changes to the physical environment of the home (such as using high door handles) and removal of physical aids (such as turning off a child's electric wheelchair). The registered person must ensure that restrictions such as these, and all other restrictions of liberty of movement, should be recorded as restraint. Some children, perhaps due to impairment or disability, may not offer any resistance, but such measures should still constitute a restraint. ('Guide to the Children's Homes Regulations, including the quality standards', page 47, paragraph 9.42)
- The registered person should ensure that a record of supervision is kept for staff, including the manager. The record should provide evidence that supervision is being delivered in line with regulation 33(4)(b). ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.3)

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: Rose Road Association, 300 Aldermoor Road,
Southampton, Hampshire SO16 5NA

Responsible individual: Steve Swift

Registered manager: Tina Fullbrook

Inspector

Emma Haskell, Social Care Regulatory Inspector

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