

# 1183479

Registered provider: Slough Children First Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home offers short breaks for children with learning and/or physical disabilities. In exceptional circumstances, the home may provide children with an extended or full-time care package. The home is registered to provide care for up to six children at a time.

The home currently provides short breaks to 18 children and full-time care to one child. During this inspection, there were eight children accessing the service across the two days.

The manager registered with Ofsted on 24 August 2022.

### Inspection dates: 11 and 12 March 2025

**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:** 28 February 2024

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/02/2024	Full	Good
06/09/2022	Full	Good
13/02/2020	Interim	Sustained effectiveness
21/05/2019	Full	Good

## Inspection judgements

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

Children receive exemplary, high-quality care from a dedicated and compassionate staff team. Staff meticulously ensure that they provide tailored care that meets every child's complex needs.

Staff interactions with children are consistently warm, friendly and supportive, fostering a nurturing and stable home environment. Staff show genuine affection, creating a space where children feel safe and valued. In this positive atmosphere, children play together, engage in a variety of enriching activities and thoroughly enjoy their time.

Staff excel in supporting children to express their views, wishes and feelings through a diverse range of communication methods. These methods include innovative tools such as the Picture Exchange Communication System and short stories enhanced with widgets. For some children, staff skilfully adapt to their preferred communication methods, incorporating recognised signs, sounds, words and gestures. Each child's unique communication style is carefully documented and shared, ensuring that their voices are heard and understood.

The great care and attention staff show the children has led to secure, trusting relationships. Staff understand children's behaviours and intervene sensitively when children are upset. They have a good understanding of children's likes and dislikes. This helps to reduce children's anxiety.

High staff ratio means that staff get to spend quality time with children. This helps to promote children's development and supports them to reach their targets. Children have grown in confidence and in their ability to express their feelings. Their independence and personal care skills have also developed.

Staff work closely with children's parents and carers. They go the extra mile in offering support when families most need it. Some parents said that staff had shared helpful behavioural strategies with them. They were proud of their child's progress.

Children's learning outcomes are very good. All the children enjoy and attend school regularly. Staff work collaboratively with children's teachers. Each child has a communication book that travels with them so that staff and school staff can share essential information.

Children engage with community and specialist health services with the help of staff. They ensure that children have excellent personal care support, while encouraging their independence.

The home is purpose built, clean and well organised, with plenty of space. There are two large living rooms and a sensory room. The garden has a trampoline, climbing equipment and a large swing. Children can decide where in the home they want to spend time. They share meals and celebrate their birthdays and achievements together. This adds to the home's family ethos. Children's bedrooms are clean and tidy and personalised with some of their own toys or blankets.

A monthly children's meeting is carefully planned. Different themes are discussed and celebrated. These have included Red Nose Day, new seasons and different religious festivals. Activities are planned around the theme, meaning children experience something new each month.

One child was celebrating their 18th birthday with a cake, presents and games. When children leave the home, they are given a memory book. This reflects their experience living in the home, the progress they made and the important milestones that they achieved.

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

Staff are attuned to the specific needs and risks affecting children and excel in managing them effectively. Their care and practice prioritise safeguarding children at every level. Behaviour management plans are thorough and tailored to address the individual needs of each child, fostering an environment conducive to positive behaviour. Vigilant yet sensitive supervision by staff ensures that children stay in a safe atmosphere. As a result, incidents are exceptionally rare.

Staff are highly trained in de-escalation and restraint techniques, and their use of restraint is rare. When restraint is considered necessary, it is used proportionately and is well documented. Robust management oversight also helps to ensure that restraint is implemented only as a last resort.

Medication management is carefully organised using a comprehensive health plan that is tailored to each child. For those with complex health needs, specialist advice is sought to ensure the highest standard of care. Staff are thoroughly trained in medication administration, supported by robust systems that rigorously monitor its use. Each child benefits from the dedicated attention of an assigned staff member during their stay, reflecting the staff's confidence and ability in addressing even the most intricate health requirements. This unwavering commitment ensures that children's well-being remains at the core of staff practice.

The registered manager and staff implement a detailed and thoughtful admission process for each new child. The assessment process is carefully designed to accommodate children's individual needs, unique personalities and lived experiences. As part of this process, children are invited to visit the home, interact with other children and engage with staff. This meticulous planning not only facilitates a smooth

transition but also provides reassurance to parents, helping children feel welcomed and supported from the start.

The collaborative approach adopted by the team means that children are familiar with the routine of the home. The consistent boundaries help to establish a calm atmosphere in the home where children are at ease.

The building is safe and secure, and there are no health and safety issues. Specialist equipment, such as hoists, adapted bathing equipment and beds, ensures that staff can provide safe care. There are effective fire precautions in place, and children have detailed personal emergency evacuation plans.

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

Leadership of the home is highly effective. The registered manager's child-centred approach is reflected in a highly committed, resilient, stable and well-skilled staff team.

Communication between staff, parents and external professionals is highly effective. The leadership team promotes tolerance, respect and kindness for both staff and children.

The staff team is committed to providing each child with high-quality, personalised care. The registered manager has effective monitoring systems that help to oversee children's progress or placement issues. She meets with children, parents, staff and others to obtain their views of the home.

Staff are very well supported and speak highly of their manager. They receive regular formal supervision sessions and annual staff appraisals, where practice is discussed. Staff are supported in their development. Staff feel listened to and that the care of the children is a collaborative approach.

Staff have received meaningful and targeted training that supports them to further develop their professional curiosity. For children who have complex needs, the registered manager ensures that staff receive bespoke specialist training from healthcare professionals to ensure that children's health needs are safely met during stays.

Children's records and management reports consistently reflect children's lived experiences. They have a strong emphasis on the individual child, their views and their personality. Children's records show their achievements and acknowledge areas for development and growth.

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:** 1183479

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

**Registered provider:** Slough Children First Limited

**Registered provider address:** Observatory House, 25 Windsor Road, Slough SL1 2EL

**Responsible individual:** Saima Arif

**Registered manager:** Ranbir Sidhu

## Inspector

Matilda Clode, Social Care Inspector

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Piccadilly Gate  
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