

1214266

Registered provider: Platform Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home provides care for up to four children who may experience social and emotional difficulties.

The manager registered with Ofsted in March 2024 and is suitably qualified.

At the time of the inspection, four children were living in the home.

Inspection dates: 28 and 29 January 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: 12 September 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/09/2023	Full	Good
05/04/2022	Full	Good
10/08/2021	Full	Good
14/01/2020	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

The inspector met and spoke with all four children living in the home.

Children benefit from living in a warm, welcoming and well-maintained home that provides a nurturing and family-like environment. The home is spacious and furnished to a good standard. There are personal touches, such as children's artwork and photos, displayed throughout. Children have the freedom to personalise their bedrooms, which ensures that their living space reflects their individuality and preferences. However, the visibility into the office from the front of the house means that the home does not always present as a family setting from the exterior.

Children are making good progress in all aspects of their development. One child who had not engaged in education for two years before moving to the home is now attending full-time education. Another child has made significant progress in managing their complex health needs and has become more mobile since living at the home. Staff work effectively with external agencies to ensure that children receive the right support to meet their individual needs.

Children express that they feel happy, safe and well cared for. Observations of interactions between children and staff demonstrate warm, trusting relationships. Children speak positively about the staff and describe feeling 'comfortable' in their environment. Staff have an in-depth understanding of each child's needs and strengths, and they speak about them with genuine warmth and commitment. Relationship-building is prioritised, and staff adopt a child-centred approach to care, ensuring that children receive consistent and thoughtful support.

Key-work sessions are tailored to children's individual needs. The sessions are well planned and focus on addressing the specific challenges faced by the children. This ensures that children receive meaningful and reflective support that promotes their development and well-being.

Children are supported to maintain relationships with people who are important to them. Staff supervise family time where appropriate, which helps children to feel secure and connected to their loved ones.

Children experience positive and well-supported moves when it is time to leave the home. Staff take time to ensure that children feel valued and cared for throughout the process. Since the last inspection, two children have moved on from the home. In both instances, the children received high levels of support to help them move smoothly to their next placement.

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

Staff have a clear understanding of children's individual risks and vulnerabilities. Behaviour support plans are reviewed regularly, ensuring that most assessments are detailed and reflective of each child's needs. While some assessments are comprehensive, a small number require further updates to ensure that all information remains current and tailored to the child's specific circumstances. This will further enhance risk management and safeguarding practices.

Children understand how to raise concerns and complaints. A well-established complaints procedure is in place, and the leadership team ensures that all complaints are investigated thoroughly and in a timely manner. Children are consulted throughout the process, and records demonstrate that they are satisfied with the outcomes of their concerns.

When allegations are made, they are managed with sensitivity, urgency and a clear commitment to safeguarding the child and staff involved. The home ensures that all appropriate procedures are followed, and children and staff receive the necessary support throughout the process.

Physical intervention is used appropriately and only as a last resort to protect children and others from harm. The frequency of such incidents has significantly reduced for one child, which demonstrates the effectiveness of proactive behaviour management strategies. Incident records contain relevant details; however, improvements in using child-friendly language in reports would further support children's understanding and reflections on these events. The manager has acknowledged this as an area for development.

The promotion of positive behaviour is a strength of the home. Staff use a range of de-escalation techniques and creative strategies tailored to the needs of each child. When restrictive practices are used, they are necessary, proportionate and in line with regulatory requirements.

There has been only one missing-from-care episode since the last inspection. There are clear systems in place to manage and reduce the risk of children going missing from the home. Staff respond appropriately and follow established procedures to ensure children's safety. These responses are clearly documented in each child's plan, which provides a structured approach to safeguarding.

The effectiveness of leaders and managers: good

The home is led by a passionate and committed manager who demonstrates dedication to the children and the staff team. The manager is approachable and consistently available, fostering a well-organised and smooth-running home. She is committed to improving outcomes for children and ensuring that the home provides a warm, welcoming and supportive environment.

Staff speak positively about the leadership team, highlighting their knowledge of children's care needs and risk management strategies. Staff say they feel well supported in their roles and appreciate the guidance and encouragement they receive. Their enthusiasm and dedication to the children are evident, and they demonstrate genuine care and passion for their work.

The manager and staff team have established strong relationships with external professionals, receiving positive feedback regarding communication and the quality of care provided. One social worker said, 'They have been great. They have worked with [name of child] well. The support they have given means [name of child] has settled and is making progress.' Another social worker commented, 'I am always able to get hold of them. They are good at keeping me informed, providing weekly reports and ensuring I have all the information I need.'

Staff benefit from regular supervision discussions, team meetings and professional development opportunities. The leadership team provides both support and challenge to ensure continuous improvement in practice. The emotional impact of the work is well recognised, with staff well-being prioritised, contributing to a positive and resilient team culture.

The home has a strong focus on continuous improvement. The manager regularly reviews practice and identifies areas for development, ensuring that children receive high-quality care. There is a clear commitment to learning and development, with staff encouraged to reflect on their practice and implement best practice approaches. This proactive approach ensures that the home remains a safe, nurturing and effective environment for children.

This strong leadership ensures that children receive high-quality care in a nurturing and stable environment. By fostering a culture of professional development, open communication and reflective practice, the leadership team continues to drive positive change and ensure the best possible outcomes for children.

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
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child. (Regulation 12 (1) (2)(a)(i)) This specifically relates to ensuring that risk assessments are updated in line with the needs of the child.	29 April 2025

Recommendations

- The registered person should ensure that the home is a nurturing and supportive environment that meets children's needs. In most cases, children's homes are homely, domestic environments. The home should seek as far as possible to maintain a domestic rather than 'institutional' impression. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. Staff should record information about individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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: 1214266

Provision sub-type: Children's home

Registered provider: Platform Childcare Ltd

Registered provider address: Platform Childcare, Suite 2 Millennium Court, First Avenue, Burton-on-Trent DE14 2WH

Responsible individual: Zamir Lal

Registered manager: Samantha Thorpe

Inspector

Lauren Barwell, Social Care Regulatory Inspector

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