

1222089

Registered provider: Platinum Services for Children (Residential Care) Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and operated by a small private company. It provides care for up to four children who experience social and emotional difficulties with associated complex needs.

The manager has been registered with Ofsted since February 2016. He is suitably experienced and holds a level 5 leadership and management qualification.

At the time of inspection, four children were living in the home, and all children spoke with the inspector as part of the inspection.

Inspection dates: 18 and 19 November 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: 30 September 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/09/2024	Full	Good
18/09/2023	Full	Good
02/08/2022	Full	Requires improvement to be good
08/03/2022	Interim	Sustained effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

Children's moves into and out of the home are managed sensitively. Before moving in, children spend time with staff to build relationships. When leaving, they receive personalised memory books of their time in the home. One child who moved out has stayed in touch with staff and the children. This creates a sense of belonging and emotional security.

Interactions between staff and children are nurturing and warm. Children said they felt safe and that staff are fun and caring. One child said, 'They gave me a home and care for me. I appreciate them.' This creates an environment where children feel able to speak to staff about any worries they may have.

All children are accessing education and making good progress in their learning. Staff work closely with educational professionals and advocate strongly when there are any barriers to children's learning. For one child, the home has worked closely with professionals to identify a more suitable education placement. One teacher said, 'Staff are very responsive to [name of child's] needs and work well with the school'.

Staff support children to spend time with family and friends. They welcome families into the home and provide practical help, such as transport and supervising contact, where needed. This strengthens children's relationships with those who are important to them.

Children take part in weekly chats, where staff explore their views, wishes and feelings. They receive a personalised response from managers to any requests. Staff have made a helpful video to support one child's understanding of care review meetings. This helps children to feel listened to and promotes a sense of inclusion.

Children have access to therapy services that support their emotional well-being. Staff identify when children need additional support and arrange specialist services, such as speech and language assessments and sensory assessments. However, for one child, recommended visual now-and-next boards to assist with focus and transitions have not been implemented.

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

Staff understand children's risks. They talk to them about risks such as online safety and provide educational resources such as videos and quizzes. This supports children to make safer choices and improves their knowledge.

Staff act promptly to protect children from exploitation. When a concern arose for one child, they identified this and implemented robust safeguarding strategies. There is close partnership working with the police and professionals. This helps to ensure that risks are managed effectively.

Staff speak confidently about their safeguarding responsibilities and know how to escalate concerns should they need to. When concerns are raised about staff, these are taken seriously. Managers work with professionals and investigate concerns to ensure that children are safe.

When children's whereabouts are unknown, staff act promptly to locate them and return them to the home safely. Managers provide additional training on missing-from-home risks. For example, staff carried out a practical exercise where they followed clues in the local area to locate an imaginary child. This strengthens staff's ability to use professional curiosity in real situations.

When staff use physical intervention, it is to keep children safe. Managers have oversight of all incidents and ensure that staff and children have opportunities to reflect and explore strategies to help prevent a reoccurrence. However, when there have been incidents between children, restorative work has not always taken place, and this has had an impact on some children's relationships with each other.

The effectiveness of leaders and managers: good

The home's manager is child focused and passionate about children's care. He is supported by two deputy managers. Together, they provide strong leadership that promotes children's safety and well-being.

Staff speak positively about the support they receive from the manager. One staff member said, 'He moves mountains to ensure that children's time in the home is a wholly positive one.' This creates an environment where staff feel valued and motivated.

Regular, effective supervision takes place with staff. This supports them to reflect on their practice and identify any areas for development. Additionally, monthly team meetings are informative and are used to have open discussions about the children and improve staff practice.

Staff have access to a wide range of mandatory and additional training. Training is specific to the needs of the children living in the home. For example, the manager has provided training on attachment theories. This helps staff to deliver the home's therapeutic model.

Professionals are extremely positive about the home and the care children receive. One social worker said, 'They have a strength-based and nurturing approach. There is good communication'.

The manager has monitoring systems in place to help him review the quality of care in the home. However, these systems are not always effective. Actions from the home's fire risk assessment have not been fully addressed, and some fire doors do not meet fire regulations. Additionally, there are shortfalls in the home environment, including some

damage to furnishings in children's bedrooms and areas of the home requiring redecoration.

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 positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— meet each child's behavioural and emotional needs, as set out in the child's relevant plans; and that each child is encouraged to build and maintain positive relationships with others. (Regulation 11 (1)(a)(b)(c) (2)(a)(i)(b)) In particular, the registered person must ensure that staff implement strategies identified by specialists in relation to one child's emotional and behavioural needs. In addition, the registered person must ensure that children are supported to maintain positive relationships with each other.	1 January 2026
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.	1 January 2026

In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— provide to children living in the home the physical necessities they need in order to live there comfortably. ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child. (Regulation 6 (1)(a)(b) (2)(b)(vii)(c)(i)) This specifically relates to the registered person ensuring that the children’s bedrooms have good quality furnishings, and that any damage to the home is quickly rectified, including damaged paintwork.	
If the Regulatory Reform (Fire Safety) Order 2005(a) applies to the home— the registered person must ensure that the requirements of that Order and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home. (Regulation 25 (2)(b)) In particular, the manager should ensure that all fire doors meet fire regulations and that fire actions set out in the home’s fire risk assessment are carried out.	1 January 2026

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: 1222089

Provision sub-type: Children's home

Registered provider: Platinum Services for Children (Residential Care) Ltd

Registered provider address: Union House, 111 New Union Street, Coventry, West Midlands CV1 2NT

Responsible individual: Leonard Pattinson

Registered manager: Wayne Barker

Inspector

Kirsty Truesdale, Social Care Inspector

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