

1236625

Registered provider: Happy Group (UK) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private provider and is registered to care for up to four children who may have social and emotional difficulties.

The manager is registered with Ofsted.

Four children were living at the home at the time of this inspection.

Inspection dates: 14 and 15 July 2025

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	outstanding
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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: 19 June 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/06/2024	Full	Good
30/01/2024	Full	Good
04/10/2022	Full	Requires improvement to be good
11/05/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The registered manager and staff provide children with a warm and nurturing home. Children receive exceptional care from staff who want the very best outcomes for them. The staff are caring and nurturing in their approach with children.

The atmosphere in the home is welcoming and positive. Staff involve children in all aspects of the running of the home. Children's bedrooms are personalised and reflect children's personalities and interests. Children and staff socialise and have meals together. This creates a real sense of belonging for children.

Children live in a calm, nurturing and warm environment. Aspirational and enthusiastic staff demonstrate an unwavering commitment to children's care, which helps children achieve. Children develop a powerful sense of belonging and are positive about living in this home.

There is a strong focus from staff to support children to have good memories of their time at the home. Staff regularly take photos to remind children of their experiences. Children have lots of fun. Through creative and meaningful activities, their confidence and social skills markedly improve. Children relax together and watch TV; they can spend time alone if they want.

Staff support children to contribute to their community. Together, staff and children are planning an event to share knowledge about fire safety. This will support children to help others.

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

All staff members have undertaken safeguarding training. They understand children's needs and risks. Management of risks is clear and enables staff to support children. Staff are aware of the processes required in order to report safeguarding incidents to external agencies.

The manager's thorough assessments ensure that children receive high levels of supervision and care from staff who have the skills and are suitable to provide this. There are no unnecessary hazards in this exceptionally well-maintained home. The home is in an area where children can access the community safely. Children do not go missing from care and unanimously say they feel safe.

Physical intervention has not been used. Children are supported to manage their emotions. Incidents and risks for children are significantly reducing.

Staff are alert and attuned to children's needs as they know children exceptionally well. They quickly identify changes in how children present and implement highly effective strategies and plans to protect children.

Staff help and support children with specific issues that are affecting them. Child-friendly discussions are used to support children. For one child, a manager completed a bespoke training course to support the child and team to better understand the child.

Children are encouraged to raise any concerns with staff. However, on one occasion, a child repeatedly shared their concern, but there is no record of the complaint, and this was not investigated by the manager.

The effectiveness of leaders and managers: outstanding

The manager and deputy managers are ambitious for the children. They know the children very well. The ethos of the home comes from the dedicated manager, who wants to provide the best possible care for the children. The staff share her aspirations. As a result, children feel loved and cared for and are making very good progress.

The manager and deputies are consistently creative and use research to give the best opportunities to children. For example, to support one child to understand their identified health need, they considered the child's sensory needs and completed daily and imaginative tasks. As a result, the child was able to discuss their wishes and feelings.

The manager has high expectations of the staff team; she is approachable and leads by example. The manager works hard to improve outcomes for children.

Staff morale is excellent. Staff are confident and enjoy their work due to a positive and inclusive working culture. Staff say they receive fantastic support because the managers are approachable and available.

Staff have regular supervision and attend team meetings. These meetings support staff to reflect on children's needs. Additionally, they provide an opportunity for staff to reflect on their own practice and raise any concerns they may have and receive any identified support.

The dedication from the managers and staff helps children to thrive and make very good and sustained progress. The children are happy and content and feel cared for and loved by staff.

There are no requirements, and one recommendation has been made as a result of this inspection.

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

Recommendation

- Staff should encourage children to share any concerns about their care or other matters as soon as they arise. Children must be able to take up issues or make a complaint with support and without fear that this will result in any adverse consequences. Regulation 39 sets out the requirements on the registered person to have a complaints procedure. Children must be aware of this procedure and be reminded of it as necessary. ('Guide to Children's Homes Regulations, including the quality standards', page 22 4,13)

Information about this inspection

The inspector has 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: 1236625

Provision sub-type: Children's home

Registered provider: Happy Group (UK) Ltd

Registered provider address: West Walk House, 99 Princess Road East, Leicester, Leicestershire LE1 7LF

Responsible individual:

Registered manager: Lucille Amoo

Inspector

Corline Parker, Social Care Inspector

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