

1244350

Registered provider: Haven Care Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home was registered with Ofsted in November 2016. It provides care for up to three children who have been affected by adverse childhood experiences that have led to associated trauma and complex behaviours.

The manager registered with Ofsted in May 2022 and holds a level 5 qualification in leadership and management.

Inspection dates: 29 and 30 October 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: 3 December 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/12/2024	Full	Good
12/09/2023	Full	Good
16/08/2022	Full	Requires improvement to be good
18/10/2021	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of the inspection, there were two children living in the home. Both are making good progress in most areas of their lives. Since the last inspection, no children have moved out of the home.

Children are in education and have good attendance. There is good collaboration between staff and teachers. This means children are supported and encouraged to engage well in school, and they grow in confidence and make progress with their learning.

Staff build positive relationships with children, who spoke positively about the staff and said they felt safe. Staff ensure that each child's wishes and views are heard. This means children feel valued. Staff hold important and meaningful conversations to help children develop their independence skills. This helps children build confidence and resilience. Staff are creative in their direct work with children. For example, some information is presented to children in the form of comic books.

Celebrations of children's achievements are captured by staff. They create appropriate memorabilia of the time children have spent living at the home and support children to record significant life events. Children can take these records with them when they move out. This child-centred approach supports children to feel valued.

Staff support children to ensure that their physical and mental health needs are met and they attend health appointments. When children are in crisis, staff and managers are responsive. This leads to children experiencing better stability.

Staff encourage and help children to maintain meaningful relationships with those people who are important to them. They have a good understanding of how these relationships support children's journey into adulthood and promote their emotional well-being.

The home environment is welcoming and inviting. Children have personalised bedrooms that are comfortable and decorated according to their wishes. The manager consults with professionals from both children's local authorities regarding the use of bedroom door alarms, which has resulted in delays to implementing any changes to their use.

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

Effective safeguarding ensures staff manage children's online safety. Significant incidents since the last inspection have been handled well due to staff vigilance. Risk assessments guide staff on strategies to keep children safe. Staff also hold purposeful discussions with children about social media and safe communication, helping them understand how to stay safe online.

Children feel safe in the home. They said they can speak to staff if they have any concerns or are unhappy. The number of significant incidents in the home is low. Staff are sensitive and have a restorative approach when managing children's behaviour. For example, the staff team uses a 'lucky dip box' reward system as an incentive to promote positive behaviour.

Managers and staff have developed a safeguarding culture in the home. They support children to manage their emotions and conflict in relationships; this understanding helps children to manage risk posed to themselves and others. In addition, it encourages children to develop compassion towards each other.

When staff need to use physical intervention to safeguard children, a detailed record is made. The registered manager has good oversight of these incidents. Also, staff reflect and learn from their experiences, to improve practice. This promotes safe practice and ensures that children and staff are not put at unnecessary risk of injury.

Children rarely go missing from home. However, staff know how to follow strategies identified in children's plans to work effectively with external professionals to ensure children return home safely.

The registered manager has ensured that staff are vetted and assessed as suitable before any appointment is confirmed. This helps to prevent unsuitable adults working with children in the home.

Staff have positive relationships with children and understand their preferred ways of communication. However, these are not always clearly detailed within the child's plans. Communication aids are available but are not always used by children and staff.

The effectiveness of leaders and managers: good

The home is overseen by a committed and dedicated registered manager. She works well in partnership with other professionals and has positive relationships to ensure that children receive good care. At the time of this inspection, the registered person was away from the home.

Staff provide positive feedback and confirm they are well supported by the manager. Staff benefit from regular team meetings, and the registered manager uses supervision effectively to monitor staff progress and professional development. This promotes staff learning and improves practice.

Feedback from external professionals is positive. They said communication from managers and staff is good and there are no concerns about the care children receive.

Managers and staff complete mandatory training and training specific to children who live in the home. For example, managers ensure that staff receive training in autism and British Sign Language.

The registered manager escalates matters on behalf of children when she identifies there are shortfalls in the support and care from the local authority.

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

Recommendations

- The registered person should work in partnership with relevant people as appropriate to ensure that each child is provided with support to communicate their views, wishes and feelings and participate as fully as possible in all aspects of their care planning and daily care. This may include the use of and support to use communication aids, equipment and/or any necessary language support. ('Guide to the Children's Homes Regulations, including the quality standards,' page 22, paragraph 4.6)
- The registered person should ensure limits on privacy and access may only be put in place to safeguard each child in the home. Any modifications to the environment of the home must only be made where this is intended to safeguard the child's welfare. All decisions should be informed by a rigorous assessment of that individual child's needs and be kept under regular review. This is specific to the use of door alarms. ('Guide to the Children's Homes Regulations, including the quality standards,' page 15, paragraph 3.10)

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: 1244350

Provision sub-type: Children's home

Registered provider: Haven Care Group Limited

Registered provider address: Haven Care Group, Unit 6, Barberry Court, Parkway, Centrum One Hundred, Burton-on-Trent DE14 2UE

Responsible individual: Andrew Parker

Registered manager: Ansa Shafaq

Inspectors

Patrick McIntosh, Social Care Inspector
Virginia Vickers, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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