

# 1251947

Registered provider: Haven Care Group Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is owned by a small private company. The home provides care for up to four children whose adverse childhood experiences and trauma can lead to them exhibiting complex behaviours.

There were four children living in the home at the time of the inspection.

The manager registered with Ofsted in November 2023 and holds a level 5 qualification.

The registered provider has recently appointed a new responsible individual, and we are currently checking this person has the relevant capacity, experience and skills to carry out the role.

### Inspection dates: 17 and 18 June 2025

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| How well children and young people are helped and protected | good |
|-------------------------------------------------------------|------|

|                                           |      |
|-------------------------------------------|------|
| The effectiveness of leaders and managers | good |
|-------------------------------------------|------|

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 16 April 2024

**Overall judgement at last inspection:** requires improvement to be good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement            |
|-----------------|-----------------|---------------------------------|
| 16/04/2024      | Full            | Requires improvement to be good |
| 04/07/2023      | Full            | Good                            |
| 22/06/2022      | Full            | Requires improvement to be good |
| 23/03/2022      | Full            | Requires improvement to be good |

## Inspection judgements

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

All children were spoken with as part of the inspection. Children say they like living in the home and feel safe and well cared for. This creates an environment where children feel able to speak to staff about things that may be worrying them, in the knowledge that staff will help them.

One child has moved into the home since the last inspection. This move was managed sensitively. The child was made to feel welcome, with a special meal and gifts. This has helped the child to settle into the home and feel comfortable.

Staff speak about children with respect and genuine care. They include children when reviewing care plans. For example, children and staff have created fun comic book care plans together. They also work together to identify strategies to help staff support children when they are struggling. This good work helps staff to understand children better and respond to their needs in a way that the child wants.

All children are receiving education and their attendance is good.. There is strong partnership working between staff and educational professionals. As a result, children engage well in education and are making good progress from their starting points. One teacher said, 'The home has, quite frankly, been exceptional in supporting [name of child]'s education.'

Children are supported to spend time with family and friends. Staff help support contact and arrange fun activities. For example, children's friends are welcomed into the home, and staff attend family meals. These positive experiences help children to maintain relationships with those who are important to them.

Staff ensure that children register with local health services and have access to specialist support, such as child and adolescent mental health services. However, staff have not fully supported children when there have been concerns around vaping. There have been missed opportunities to educate children about these risks.

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

The manager and staff speak confidently about their safeguarding responsibilities. For example, when concerns have been raised about children's safety or staff practice, these have been taken seriously. There is good partnership working with other professionals, and thorough investigations are completed. This helps to keep children safe.

Physical restraint has been used on one occasion. This was proportionate and used as a last resort to keep the child safe from harm. Staff offer children the opportunity to speak about any incidents and explore their views. This helps staff to implement strategies to reduce further incidents.

There has been one missing-from-home incident. Staff followed the child's agreed plans and worked with the child and professionals to explore why they went missing. This enabled the child to express their feelings and wishes, resulting in changes being made to the child's plans for time in the community. This good work has prevented further incidents.

Staff understand children's risks and can speak confidently about them. When children harm themselves, staff talk to them and seek medical support. Staff help children to use creative strategies to mitigate risks. For example, one child can text a specific emoji to the home's phone to alert staff that they need help. There has been a reduction in self-harm for one child.

Children are given the opportunity to develop their independence skills. Staff have supported children to manage time alone in the community, and children have access to mobile phones. This has been achieved through regular discussions with children about keeping themselves safe online and educating them about risks in the community.

Safer recruitment processes are effective. This ensures that children are cared for by suitable individuals.

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

The manager knows the children well, and he has high aspirations for them. He provides a supportive learning environment for staff, where they feel listened to. One staff member said, 'Management make a constant effort to make sure staff are upskilled. They encourage staff to go the extra mile for the children in the home.'

The manager uses effective monitoring systems. This means that he has a good understanding of the home's strengths and areas for development. This contributes to improvements in the quality of care that children receive.

Children's wishes and feelings are important to the manager and staff. For example, when children's meetings take place, the manager ensures children receive a direct, personalised response to their requests. This helps children to feel listened to.

Monthly supervision and team meetings take place with staff. This provides them with opportunities to reflect on the children's experiences and discuss any training or development needs they have. In addition, the manager completes regular upskilling with staff in key areas such as safeguarding. There are interactive quizzes so he can assess staff knowledge and identify any development needs.

The manager and staff have good relationships with partner agencies. One professional said, 'I can't fault the home. The level of communication is good; they share important information. This shows [name of child]'s voice is important and staff are listening.'

All the requirements and the recommendation made at the last inspection have been met.

## 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     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| <p>The health and well-being standard is that—</p> <p>the health and well-being needs of children are met;</p> <p>children receive advice, services and support in relation to their health and well-being; and</p> <p>children are helped to lead healthy lifestyles.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff help each child to—</p> <p>understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding;</p> <p>understand and develop skills to promote the child's well-being. (Regulation 10 (1)(a)(b)(c) (2)(a)(ii)(iv))</p> <p>In particular, the registered person must ensure that they are proactive in supporting children to understand the risks of vaping and that they seek professional advice and support for children.</p> | 24 July 2025 |

### 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:** 1251947

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

**Registered provider:** Haven Care Group Limited

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

**Responsible individual:**

**Registered manager:** Matthew Sheasby

## Inspector

Kirsty Truesdale, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit [www.nationalarchives.gov.uk/doc/open-government-licence](http://www.nationalarchives.gov.uk/doc/open-government-licence), write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at [www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted).

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

T: 0300 123 1231  
Textphone: 0161 618 8524  
E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
W: [www.gov.uk/ofsted](http://www.gov.uk/ofsted)

© Crown copyright 2025