

1258894

Registered provider: Happy Children Home Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home can care for up to six children with social and emotional difficulties.

Three children were living in the home at the time of the inspection.

Since the last inspection, two children have moved out of the home, and one child has moved into the home.

The home is led by a registered manager who registered with Ofsted

Inspection dates: 17 and 18 February 2026

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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 18 March 2025

Overall judgement at last inspection: Outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/03/2025	Full	Outstanding
13/02/2024	Full	Outstanding
28/03/2023	Full	Good
14/09/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Relationships between staff and children are good and children are settled in this home. The manager had not planned a new admission to the home effectively. She did not consider the needs of all the children and how compatible they would be with the children already living in the home.

Staff have supported one child to embrace their culture and religion. Staff support the child to attend their place of worship regularly. Staff ensure the child has foods that are in line with their religious beliefs.

Children have built trusting relationships with staff. One child who recently moved into the home enjoys being with staff and there is a lot of laughter and playfulness

Children are encouraged and supported to access a range of activities in the local area. They are also supported to pursue their interests and hobbies for example, join the local gym and play football. The home has converted their garage into a gym for the older two children. As a result, children continue to develop confidence and self-esteem.

Children arrange their rooms according to their wishes and staff are respectful of this. There is space where children can spend time alone if they wish, and there are separate rooms where they can engage in social activities.

The home's decor looks tired in places. For the environment to feel more homely, some areas require updating.

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

There is an established team of staff who are experienced. Staff retention is very good, which means that children receive consistent care from familiar people.

Observations of children and staff reflect the good relationships that exist between them. These relationships can contribute to children feeling safe and cared for. Staff have a calm and relaxed approach with the children. This is very positive for the children. The children know that the staff care for them and that they are trusted adults.

Children are encouraged and supported to make complaints or share any worries that they might have about their care. The manager has undertaken an investigation into a complaint against staff. She carried this out thoroughly and in a timely manner. Consequently, the manager is responsive to concerns made by children and responds to them immediately.

Risk assessments for the children are not clear and do not include all known risks. They lack specific and practical advice for staff on how to manage issues to support the children's vulnerabilities. For one child who had recently moved into the home their risks in the community and the home had not been considered. This raises concerns about staff being able to easily access important information about their expected response to situations where children could be in danger. This does not help staff to understand children's individual risks, vulnerabilities and needs to safeguard them effectively.

At times, staff have used judgemental language when speaking to children. As a result, children are not given opportunities to have conversations with staff where they feel safe to express themselves fully.

Staff did not follow one child's plans to support them to attend health appointments when appointments are consistently declined by the child. On one occasion, a child did not attend a prearranged dental appointment because staff had forgotten to remind them, despite knowing that the child had asked for reminders.

The effectiveness of leaders and managers: requires improvement to be good

The manager has ensured that there is diversity within the staff team. As a result, children benefit from having a culturally diverse team with positive role models.

Staff training is not being kept up to date by the manager. The manager is significantly behind with management tasks because of the demands on her time, which has hampered the staff receiving the training they need. This prevents staff from developing the key skills required to provide the most effective care for the children and prevents the manager from evaluating staff's strengths and training needs.

Not all staff receive regular or effective supervision. Children's needs and safeguarding concerns are not always discussed in detail in staff supervision and team meetings. This prevents staff from learning and improving their practice, which could better support children.

Feedback from staff was mixed and not all staff felt they are supported. Overall, although they are positive in the quality of care being provided to children, shortfalls remain.

Since the last inspection the responsible individual did not have appropriate oversight or understanding of the home or the actions of the manager. There has been a change in the senior leadership team, however it is yet unknown if appropriate action will be taken to maintain the standards of care or offer challenge when required. A lack of appropriate quality assurance systems means that the progress of children in the home is not fully understood by managers. Leaders and the manager recognise that improvements need to be made to improve the overall quality of care 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 health and well-being standard is that— The health and well-being needs of children are met; In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— 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; (Regulation 10 (1)(2)(ii)) This particularly refers to children receiving support to enable them to have their health needs met.	8 May 2026
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; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. Also, when risks are known to speak to the relevant person to prevent risk. (Regulation 12 (1)(2)(a)(i)(b))	8 May 2026

This specifically refers to ensuring that risk assessments in place that identify known and potential risk for each child, and ensuring that records of incidents are clear, detailed and demonstrate management oversight, reflection and learning.	
The care planning standard is that children— receive effectively planned care in or through the children’s home; and In particular, the standard in paragraph (1) requires the registered person to ensure— that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home’s statement of purpose; that arrangements are in place to— ensure the effective induction of each child into the home; - manage and review the placement of each child in the home; (Regulation 14 (1)(a)(2)(a)(b)(i)(ii)) This particularly refers to ensuring that all the children have a plan that staff can work to, to ensure children are helped, protected, and their welfare is promoted at all times. Including ensuring that the homes location risk assessment is reviewed.	8 May 2026
The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience; and have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(b)) This particularly refers to supervision of staff taking place.	8 May 2026

Recommendations

- The registered person should ensure the home is a nurturing and supportive environment that meets the needs of their children, and is a homely, domestic environment. ('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 on individual children in a non-stigmatising way. 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: 1258894

Provision sub-type: Children's home

Registered provider: Happy Children Home Limited

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

Responsible individual: Survinder Thandi

Registered manager: Hollie Roberts

Inspector(s)

Corline Parker, Social Care Inspector
Pauline Wigley, Social Care Inspector

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