

1263505

Registered provider: Platform Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is registered to provide care and accommodation for up to 4 children with learning disabilities.

The manager registered with Ofsted in September 2022.

At the time of the inspection, 4 children were living in the home and contributed to the inspection.

Inspection dates: 10 and 11 March 2026

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	good
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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: 11 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/03/2025	Full	Good
07/11/2023	Full	Good
05/07/2022	Full	Requires improvement to be good
03/11/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Since the last inspection, 2 children have moved in and one child has moved out. Children benefit from living here for several years before moving on as they approach adulthood.

Children have trusting relationships with staff, who are kind and nurturing. Children live harmoniously together and have created friendships. Children are relaxed, happy and seek out positive affection from staff. The home environment has a family feel. Children are thriving.

Children have complex communication needs. Staff are trained in children's individual communication methods. Staff know the children well and recognise what they want and need from the most subtle cues. Staff are always encouraging children to make choices. Staff are dedicated to helping children to improve their communication. One child can now say and understand several words together. Children have made excellent progress with communication.

Children are making excellent progress in education. Staff know the importance of understanding barriers to education. Staff observe children in school to ensure that there is a consistent care approach at both home and school settings. Staff attend school education workshops and school activities. Feedback from teachers is exemplary about the manager and staff. Teachers recognise children's progress in education as a direct result of children being happy, settled and having consistent care at home.

Staff use creative ways to help children overcome fears around health appointments. For one child, staff have used a doctor's play set for role playing appointments. This creative approach has given the child confidence to attend health appointments that he could not previously attend. Some children cannot tolerate attending a barber. Some staff are qualified hairdressers and have been able to desensitise children and allay their fears, enabling them to be able to have haircuts. Children have made significant progress with independence skills.

Children benefit from some staff who have lived experience of autism. One staff member has worked hard to educate people about the lived experiences that children may face. He has created an informative leaflet for staff to understand autism and attention deficit hyperactivity disorder through the child's eyes. He has also created a unique book for a child, where the child is the main character. The book has helped him to understand puberty. Staff work hard to understand and embrace children's uniqueness.

Children enjoy fun activities. Children all have a membership pass to many different attractions. Staff understand the importance of ensuring that there are no barriers for children to enjoy activities or cultural preferences. One child attends the cinema during autism-friendly viewings. Another child attends a mosque that is inclusive for children

with autism. The child has also celebrated Eid with staff. Children participate in activities that ensure they are connected to the local community and are inclusive of their cultural needs.

A family member said that the manager and staff team provide exceptional care. She said the child has made phenomenal progress, is thriving and she never has to worry about him. Families feel assured that children are receiving excellent care from staff who they trust.

The home is spacious and has several communal rooms for children to enjoy. Children enjoy a sensory room and a large garden. Children's bedrooms are personalised and meet their individual needs. The home is generally well maintained throughout. However, the bathroom is looking dated and in need of refurbishment.

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

Staff have appropriate and up-to-date safeguarding training that is specific to children with learning disabilities. Staff understand and implement good safeguarding practice. Social workers are confident in the quality of safeguarding practice.

There has been one missing-from-home incident. The incident was managed well. Staff followed the child appropriately and adhered to missing-from-home protocols, ensuring a prompt and safe return.

There have been 2 physical interventions since the last inspection. They were proportionate to the circumstances. Staff and children receive timely debrief discussions, and staff reflect on their practice effectively. There have been no further incidents.

There have been some incidents of self-injurious behaviours. Staff implement agreed, creative behavioural strategies. Consequently, there has been a significant reduction in such behaviour.

There have been 4 medication errors since the last inspection. None of the errors resulted in any harm to children. The manager has a thorough approach to investigating errors. There have been changes in medication processes, additional staff training and a review of staff competencies.

The effectiveness of leaders and managers: outstanding

The registered manager is inspirational. She is dedicated and knows the strengths and areas for development in the workforce. She is a strong advocate for children. The manager and deputy manager know the children extremely well. They work effectively with a team of care staff, external specialist education professionals and the local authority. Together, they form a coherent team around children. A shared vision means that all staff are working towards the children making individual progress in relation to their targets and aspirations.

Managers recognise the importance of having the same staff caring for children. The manager has effectively maintained a staff team. Most staff have worked at the home for several years, with there being minimal staff changes. Managers have recognised the importance of staff wellbeing and morale. The managers use a range of ways to recognise staff's commitment, which results in positive staff morale.

Staff are proud to work here, describing it as 'a home where the children thrive and are happy' and 'a real family environment'. The staff work as an effective team, providing predictable and consistent care that helps children to thrive.

Professional feedback is overwhelmingly positive. Professionals speak highly of the staff and manager. They describe staff as going 'above and beyond' and providing 'phenomenal care'. One social worker said, 'I have been a social worker for 15 years and not come across another home like it. The home is more than a care home.'

Training is of an excellent quality. The manager promotes a strong learning culture and development plans are used to drive continuous improvements for the workforce. The manager creates creative workshops with staff. The workshops are bespoke to children's needs and areas of staff development. The manager is always considering new ways to develop staff practice.

There is a strong therapeutic approach embedded throughout care practice. The staff use a researched resilience model to create assessments to inform children's goals to work towards. This approach means that care is planned meticulously and children are being helped to achieve their goals.

Monthly independent reports are of good quality. Reports include feedback and observations of children and staff. The reports include appropriate actions and support continuous improvement. However, external feedback is limited.

Recommendations

- The manager should ensure that the main bathroom is appropriately renovated. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.7)
- The manager should ensure that the independent person collates and includes regular external feedback within the report. ('Guide to the Children's Homes Regulations, including the quality standards', page 65, paragraph 15.5)

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: 1263505

Provision sub-type: Children's home

Registered provider: Platform Childcare Limited

Registered provider address: First Avenue, Centrum 100, Burton-on-Trent DE14 2WE

Responsible individual: Zamir Lal

Registered manager: Isabel Walker-Smith

Inspector

Amy Miles, Social Care Inspector

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