

1263773

Registered provider: Platform Childcare Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately run home led by a registered manager. The home can care for up to four children with emotional and behavioural needs. At the time of the inspection, four children were living at the home. All four children contributed to this inspection.

Inspection dates: 4 and 5 February 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: 11 October 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/10/2023	Full	Good
03/10/2022	Full	Good
04/05/2021	Full	Good
18/02/2020	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

The home is inviting and one child described it as 'homely'. There are toys in the dining area and living room and photos of the children throughout, including of children who have moved on. This is in recognition of the positive relationships they shared with the children who still live at the home. There is a family feel, and the children enjoy spending time with the staff who care for them.

Before one child very recently moved into the home, it was decided all the children would swap bedrooms to better suit their needs. The children were involved in decorating their bedrooms and chose which wallpaper they would like. There are pictures of children's family in their bedrooms, which supports their identity needs.

All children attend education. Staff have good communication with key professionals in education, which supports children to achieve their goals.

Staff take time to get to know the children and support them to do things they enjoy. This includes having pamper nights, visiting the cinema and going to football games. The children attend clubs, such as gymnastics, cadets and football. Each child has a memory book which holds photos of them enjoying special moments. This supports the children to reflect on memories of their time in the home.

Children's cultural and religious needs are supported as well as their language preferences. One child is fluent in English; however, the manager is conscious this is not their first language. The child has access to an interpreter for important appointments to ensure they can fully communicate and express themselves. The manager has also employed a member of staff with the same heritage as the child. This is a thoughtful approach, as it creates a sense of familiarity and comfort. The member of staff has also supported the child to speak with their family abroad on a regular basis.

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

Children do not regularly go missing from this home. There have only been two occasions when children have gone missing. Staff inform relevant agencies and children are offered an independent interview when they return. Medical attention is also considered for children.

Staff have supported one child to reduce risks relating to knife crime. Staff safeguarded the child effectively, with strategies to ensure they were safe. Staff also helped the child to access crime prevention work to reduce the risks. This had a positive impact on the child. Staff supported the child's learning by having regular conversations with them and giving them the opportunity to reflect.

Children's views are valued and they are supported to share their wishes and feelings, which they do regularly. There are also clear processes in place should children want to make a complaint. Thought has been given to help children to make a complaint, including them having a copy of their own personalised complaints form.

Staff are trained in physical intervention to keep children safe. Overall, physical intervention is used appropriately. However, the manager found that one child had been subject to the use of restraint four times in one day, which was not deemed appropriate. The manager quickly identified that physical intervention was used to manage behaviour, as opposed to ensuring safety. The manager informed relevant agencies and completed an internal investigation. This identified training needs, which were addressed.

One child has been subject to a high number of physical interventions. While this has been proportionate to ensure the child's safety, staff are trying to use different strategies to manage the child's behaviour. This has not yet seen a reduction in incidents.

Children's risks are identified and well understood by staff. It is clear from the planning for each child what they need from staff. There are effective systems in place to track and monitor each child's progress. Some of the language used in children's plans is not child focused and does not come from an understanding of the child's experiences. This is not helpful for the child.

The effectiveness of leaders and managers: good

The manager knows the children extremely well and talks about them with kindness and affection. She understands the needs of the children and cares about what is important to them. She ensures this is reflected in their day-to-day planning. The manager takes the view that what is important to the children is important to her and her staff. This is evident in the care planning for the children.

The manager has good oversight of the home and knows what is happening on a day-to-day basis. There is management oversight of all documents relating to safeguarding. The manager also completes a monthly review which helps to identify any patterns or themes of concern or areas where support is required. The manager also compares year-on-year data, which is an effective method of monitoring trends and themes.

Staff attend team meetings on a regular basis. They say they like working in this home and feel valued. Staff are confident to raise any issues and know they will be able to work together to find solutions which benefit the children they are supporting.

The manager ensures staff complete required training as specified by the organisation. Recruitment processes are followed diligently by the manager.

Staff say team morale is good. They receive regular supervision. This has a clear agenda but does not include reflection to support practice.

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

Recommendations

- The registered person should ensure that there is consistent practice in relation to behaviour management strategies which support children to regulate difficult feelings. Children should be supported before they become heightened and distressed. ('Guide to the Children's Homes Regulations, including the quality standards', page 46, paragraph 9.34)
- The registered person should ensure that staff are using language in children's records which is careful and well considered. This should come from an understanding of the child's experiences and should not have negative connotations. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)
- The registered person should ensure staff supervision is reflective. ('Guide to the Children's Homes Regulations, including the quality standards', page 39, paragraph 8.15)

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: 1263773

Provision sub-type: Children's home

Registered provider: Platform Childcare Ltd

Registered provider address: Platform Childcare, Suite 2 Millennium Court, First Avenue, Burton-on-Trent DE14 2WH

Responsible individual: Zamir Lal

Registered manager: Kayleigh Howells

Inspector

Becky Thompson, Social Care Inspector

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