

1263837

Registered provider: Platform Childcare Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private company owns this home. It can provide care for up to three children who may experience social and emotional difficulties.

The manager registered with Ofsted in October 2025.

At the time of the inspection, three children were living at the home. The inspector met and spoke with each child.

Inspection dates: 9 and 10 December 2025

Overall experiences and progress of children and young people, taking into account	outstanding
---	--------------------

How well children and young people are helped and protected	outstanding
---	-------------

The effectiveness of leaders and managers	outstanding
---	-------------

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: 5 November 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/11/2024	Full	Good
31/05/2023	Full	Good
25/04/2022	Full	Good
26/07/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children living in the home receive exceptional, child-centred care that enables them to make considerable progress in all areas of their lives. Staff provide children with a nurturing environment and are highly attuned to the emotional and developmental needs of each child. This provides children with a clear sense of belonging.

Children are making remarkable educational progress. When they first came to live here, they faced significant barriers to learning and had reduced timetables. Through strong encouragement and effective collaborative working with education providers, children now access full education provisions, are making friends and achieving academically. One child successfully completed their GCSEs. They attended their school prom, an important milestone in their journey, and have now progressed to college to study further education.

Staff work in partnership with children's social workers. Pathway planning is effective and considers future accommodation needs for children as they approach adulthood. Staff thoughtfully plan independence planning and support each child, enabling them to develop autonomy and take appropriate responsibility for daily tasks. Staff challenge placing authorities when they believe care planning is not effective or in a child's best interests.

Staff routinely seek children's views, wishes and feelings through a range of creative meaningful opportunities, daily conversations, children's meetings and monthly manager chats. These approaches ensure that children feel listened to and provide the opportunity to influence decisions that affect them.

Staff support children to engage in enjoyable activities that support their interests. Staff spend time with children, playing board games, baking, arts and crafts, and holidays. These opportunities enable children to have happy memories and to develop social skills.

Staff help children maintain and strengthen important relationships. Staff support children to purchase cards and presents for family celebrations. Staff's flexibility and efforts ensure that visits are meaningful. Advocacy for one child has enabled a sibling to visit the home. This has allowed the children to have more quality time together in a more relaxed environment.

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

Children have lived in the home for a significant period, which has provided them with stability and attuned care from staff who know them well. They benefit from consistent routines and clear boundaries that foster safety and predictability. The nurturing environment and dedicated support from staff have enabled known risks such as going missing from home and incidents of self-harm to reduce significantly over time.

Leaders demonstrate a strong commitment to workforce development. A comprehensive training programme equips staff with essential safeguarding knowledge and therapeutic approaches, ensuring high-quality care and support for children. In addition, staff make effective use of online resources from NSPCC and Macmillan Care, enabling them to gain specialist skills tailored to meeting children's individual needs. This ongoing investment in professional development reflects the organisation's dedication to maintaining a skilled, knowledgeable and responsive workforce.

Children have detailed risk and behaviour support plans tailored to their individual experiences. Managers monitor incident records and children's care planning carefully, with learning from reviews used to strengthen practice. This systematic approach ensures that children's safety and well-being are consistently prioritised.

Staff regularly review and update plans, ensuring that they remain current and effective. Staff incorporate specialist advice into plans, enabling staff to understand and apply strategies that work for each child. This ensures a responsive approach to safeguarding and provides consistent, well-informed support that meets children's specific needs.

When children make allegations, staff take them seriously and manage concerns swiftly and sensitively. Staff share concerns with the appropriate agencies and undertake thorough investigations. This ensures that children feel safe to express worries and reinforces a culture of transparency and protection for those who live here.

Staff are highly skilled in recognising emotional triggers and supporting children to manage their feelings through de-escalation techniques, while maintaining a calm and respectful environment. Staff will only intervene physically as a last resort and solely to prevent harm. When safeguarding incidents do occur, they are carefully recorded and subject to robust management review.

Staff demonstrate a strong awareness of online safety. They deliver thoughtful, well-planned direct work to help children understand risks and use online platforms responsibly. When responding to threats of self-harm, staff act with sensitivity, vigilance and curiosity. Staff encourage children to express their feelings, develop insight and resilience, and adopt safer ways of coping.

The effectiveness of leaders and managers: outstanding

Leadership and management is a significant strength that has a direct, positive impact on children's experiences, safety and outcomes. The manager leads with integrity, warmth and confidence, ensuring that children's needs remain central to all decision-making.

The manager knows children exceptionally well and spends meaningful time with them. The manager is a strong advocate for children, with a clear understanding of trauma and the impact of instability. They confidently challenge and escalate concerns when necessary to ensure that care planning remains firmly child centred.

Leaders have established a highly motivated, cohesive and stable staff team. Staff feedback is overwhelmingly positive, and they report feeling supported and valued. The team shares a strong sense of purpose and trust, which has resulted in excellent staff retention and consistency of care for children.

The manager is forward thinking and aspirational. They have a clear plan for continued development of the service and staff team, which promotes a strong learning culture. Training, professional supervision and reflective practice workshops are of excellent quality. These opportunities enable staff to continually develop their knowledge and skills, ensuring they are confident, well-informed and able to respond sensitively to children's needs.

Management quality assurance systems are robust and ensure accountability, safe practice and continuous improvement. However, the annual survey facilitated by the regulator has not been supported. This represents a missed opportunity to gather valuable feedback to drive further improvement.

The manager fosters highly effective partnership working with schools, health professionals, social workers and families. Feedback from external agencies is extremely positive, reflecting the respect and trust built through collaborative working.

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

Recommendation

- The registered person must ensure that they actively seek independent scrutiny of the home and that the point-in-time surveys are distributed to all relevant people, so they can provide feedback. ('Guide to the Children's Homes Regulations, including the quality standards', page 55, paragraph 10.24)

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: 1263837

Provision sub-type: Children's home

Registered provider: Platform Childcare Ltd

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

Responsible individual: Zamir Lal

Registered manager: Hannah Thorpe

Inspector

Tazim Akhtar, 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.

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, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at 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
W: www.gov.uk/ofsted

© Crown copyright 2025