

2531620

Registered provider: Higher Hopes Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company. It provides care for up to six children who may experience social and emotional difficulties.

At the time of this inspection, six children were living in the home. The inspectors saw all six children, but only three children wanted to speak to them.

The manager registered with Ofsted in June 2025.

Inspection dates: 18 and 19 November 2025

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

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: 19 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/03/2025	Full	Good
01/11/2023	Full	Good
04/10/2022	Full	Good
29/07/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children said they have 'positive and supportive' relationships with staff. Staff understand the children's needs and make themselves available for children. Children seek out staff for comfort. When some children struggle to build positive relationships, due to past trauma, this is recognised and plans are developed to help them. Professional feedback was positive. One professional said, 'Children receive consistent emotional and social support from staff, who offer stability.'

Children spend time with staff and talk about topics that are important to them. Discussions with children are kind and nurturing. Staff capture these chats in well-written records that reflect the needs of the children, and which are very personal. Staff make every effort to keep children safe and help them to plan for their futures. Consistent support from staff is helping children to manage their emotions and promotes positive behaviour.

Children attend school or other learning environments tailored to their needs. Children are making progress and are achieving and growing in confidence. Professionals describe staff as providing 'valuable support' and said that education was actively promoted. Staff facilitate transport arrangements, even when this means travelling longer distances, to meet children's personal education needs.

When children move into the home, this is very well managed. Children can visit the home and meet the staff prior to any move. Their move is supported by an informative and helpful children's guide. One child used this booklet to ask questions and to support them throughout their move. Children said they had all the information they needed about their new home, and knew what to expect.

All the children have cheerful memory books that reflect the wide range of new and ongoing experiences they take part in. Children enjoy holidays abroad, trips to the beach and regular days out at theme parks. Staff also support children to follow their passions, such as rollerblading, rock climbing and going on nature walks. Children said, 'I love living here.'

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

Positive behaviour support plans are in place. These are created following initial assessments once children have settled into their new home. They reflect children's likes and dislikes and show a good understanding of their needs and the strategies staff can use to help children. This assists staff to give children the right support and to keep them safe.

Significant incidents do not occur often. When they do, there is a detailed record capturing the incident, including the precursor. There is an analysis of potential triggers

that can be monitored in the future. Care plans and risk assessments are always updated with the new information and practice guidance for staff. If children self-harm, emotional and practical help is given by staff to maintain children's welfare and safety. Staff carry out room searches to ensure that any unsafe items are found and removed; children are informed of this safeguarding measure.

Children very rarely need staff to intervene to keep them safe. When physical intervention techniques are used by staff, children are helped to explore the effects of being physically held. Staff spend time reflecting and talking with the children, providing them with clear reasoning behind their decision-making and the actions taken. The manager maintains oversight of incidents, and discusses these incidents with children and staff to reflect and to develop any necessary action plans.

Children's medication is managed well. When staff have queries regarding the administration of medication or doses, they seek support and advice from medical professionals. Children's care plans are adapted effectively in line with this guidance. There have been no medication errors, and regular, comprehensive checks are carried out. Children's health needs are met.

The effectiveness of leaders and managers: good

The manager has a clear understanding of the needs of the children. She is supported by skilled and competent staff and demonstrates effective oversight of the home. There are positive relationships with the children and a dedication to helping children achieve and progress. The manager has high expectations for the children and appropriately challenges external agencies when they do not fulfil their responsibilities or fail to meet agreed actions.

Staff said that the manager leads a structured and consistent approach to care and supports their personal and professional well-being. Staff speak positively about the team and say that they all work well together. Staff benefit from receiving regular supervision sessions that identify areas for development and use a reflective approach to support learning. Mentorship and coaching support are given to senior members of the team to enable progression in their roles. Team meetings are child focused and provide a safe space for staff to reflect on their practice and experiences.

The quality of professional relationships is very good. Feedback from professionals was overwhelmingly positive. Professionals said staff are 'trauma-informed,' demonstrate excellent communication skills and have a good knowledge of the children. The wide range of contact that staff have with external professionals and outside agencies helps to secure good care and experiences for children.

The home is thoughtfully decorated to create a welcoming atmosphere. The manager wants to capture the feeling of a family home environment. All areas of the home are child focused, with games, books, and activities in easy reach. The children's bedrooms are decorated to their individual tastes. Children said, 'I like my room and my

belongings.' However, some communal areas are not to the same standard of decor as the rest of the home.

The environment is well maintained to ensure this is a safe space for children. There is a range of comprehensive audits to ensure that the manager maintains a good understanding of what is happening in the home for the children in her care. However, the home's statement of purpose does not contain up-to-date information that is fully reflective of the home.

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

Recommendations

- The registered person should ensure that they keep the home's statement of purpose under review and that this document is reflective of the home. ('Guide to the Children's Homes Regulations, including the quality standards,' page 14, paragraph 3.5)
- The registered person should ensure that the home is a nurturing and supportive environment. The decoration of the home should be refreshed to maintain a high standard. ('Guide to the Children's Homes Regulations, including the quality standards,' page 15, paragraph 3.9)

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: 2531620

Provision sub-type: Children's home

Registered provider: Higher Hopes Ltd

Registered provider address: The Old Forge Manor Farm, Bygrave, Herts SG7 5EE

Responsible individual: Rebecca Bellairs

Registered manager: Sophie Coates

Inspectors

Jo Cansfield, Social Care Inspector
Rachel Moore, 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