

2548333

Registered provider: HAVEN CARE GROUP LIMITED

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private company and is registered to provide care for up to 4 children with social and emotional difficulties.

The home was registered with Ofsted in December 2025.

Since the last inspection there has been a change of manager. The new manager has applied to register with Ofsted.

Inspection dates: 16 and 17 June 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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 1 July 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/07/2025	Full	Good
07/05/2024	Full	Good
09/05/2023	Full	Good
19/07/2022	Full	Requires improvement to be good

Summary of findings

Children living in the home are making progress from their individual starting points and are settled. Staff have a good understanding of how to support children's needs, which includes helping children to have positive time with their families. Feedback received from children, their families and professionals is positive. Incidents occur infrequently in the home as staff understand children's risks and needs well. There are areas of the home, including children's personal spaces, that require significant refurbishment, and cleanliness needs to be improved across the home. Leaders' monitoring is not yet robust, resulting in some areas of improvement to children's care not being rapidly identified and addressed.

Inspection judgements

Overall experiences and progress of children and young people: good

There were 3 children living in the home at the time of the inspection. Since the last inspection, one child has moved into the home, and no children have moved out. All children were spoken with and are clear they like living there. One child said the home is 'really good' and gave it '10 out of 10'.

Staff encourage children to engage in education. They work hard to understand and overcome barriers to attendance. For example, one child did not enjoy travelling to school in the transport provided for them, so staff now take them to school. Another child has been out of education for some time and is now starting to engage with a tutor. This support is increasing children's chances of academic achievement.

Staff understand that children's relationships with their families are important to them. One child who lives a long distance from their family home is supported to stay in regular touch. Their family member said, 'They [the staff] are good at supporting family time; they let [name of child] know and prepare them for this.' Staff's positive support has also helped another child to increase the time they are spending with their family, with the prospect of future reconciliation.

Children receive support from staff that enables them to increase their independence skills. One child is preparing to move on from the home. Staff are helping them to develop necessary skills, such as budgeting, and helping them in their search for employment. This is helping the child to grow in confidence and preparing them for adult life.

Children are encouraged to maintain good health and wellbeing. Children are registered with local health services and have access to therapeutic support. Despite staff persistence in encouraging children to attend health appointments, their approach has not been successful with one child. As a result, they are not receiving the support they need, which could exacerbate their health condition.

The home environment is poorly maintained. While some areas of the home have recently been redecorated, there are other areas that are unclean and untidy, with damaged furniture. Outside, a build-up of litter and a blocked drain also give the home an uncared-for appearance.

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

Staff have a good understanding of children's needs and risks and how to support them. As a result, worrying incidents are infrequent and children do not go missing from the home. When children are distressed, staff take prompt action to ensure children receive the support they need, including help from specialists.

Staff have built trusting relationships with the children in their care. Children are confident in raising concerns to staff. This enables staff to work with them regarding these worries and have important conversations that are relevant to their needs and risks. This has had a positive impact on one child, who maintains regular contact with staff when they are out on their own. The child shares information about their whereabouts so that staff are better able to keep them safe and respond supportively if needed.

Staff and leaders take allegations seriously. When these are raised, leaders take appropriate action and inform relevant professionals so that their concerns are fully investigated. Staff support and praise children for speaking up, and they keep them informed of the outcomes of their actions. Where appropriate, reconciliation with staff is supported to help children and adults rebuild relationships.

Staff promote positive behaviour in the home. They help children to understand the expectations of them using rewards and consequences. For example, children can be rewarded with extra pocket money for good behaviour. However, consequences are not consistently reported, which reduces managers' oversight in ensuring they are appropriate and proportionate.

Safe recruitment checks are largely followed to ensure that staff are suitable to work with children. However, information that needs further scrutiny is not always followed up to ensure potential risks regarding the suitability of staff are fully mitigated.

The effectiveness of leaders and managers: good

Since the last inspection, there has been a change in management. The deputy manager has progressed to being the manager, and they are supported by an experienced responsible individual. The manager knows the children well and is committed to ensuring children achieve positive outcomes.

There have also been changes in the staff team. Leaders and managers have worked hard to ensure there are consistent staff in place who can meet the needs of children.

Staff receive a comprehensive induction before working with children, and they complete ongoing training specific to children's needs. This helps support consistency in the care children receive.

Leaders and managers support staff to reflect on their practice through regular supervision and team meetings. Staff frequently discuss children's care needs and reflect on any changes so they can identify and address areas for development in their own practice. While staff generally feel well supported, staff identify occasions when there is inconsistency in practice across the team.

The manager and staff have good working relationships with parents and external professionals. Parents and professionals are positive about the care and progress children are making. One professional said, 'I have nothing negative to say about the home.' Another professional said the home was 'absolutely brilliant' and communication is 'really good'. These relationships help promote the best outcomes for children.

Leaders and managers actively promote tolerance, equality and diversity. Staff are supportive of children's individuality and differences. This helps children to feel confident in their own identity and feel safe in the home.

Managers' oversight of the home and the care children receive is variable. For example, there is good oversight of incidents and positive challenge to staff to improve their practice. However, there are areas such as the home environment, consistency of team working, and some areas of recruitment that are inconsistent and do not fully support improvements to the quality of care.

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 quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b) (2)(c)(i)(ii)) In particular, the registered person must ensure that the home is clean and well maintained, particularly children's personal spaces.	31 July 2026
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to—	31 July 2026

lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose;

ensure that staff work as a team where appropriate;

understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home

use monitoring and review systems to make continuous improvements in the quality of care provided in the home.
Regulation 13 (1)(a)(b) (2)(a)(b)(f)(h))

In particular, the registered person must ensure that monitoring and oversight of the home are effective to ensure a suitable physical environment; that children's health needs are fully met; that the quality of care is well considered; and that staff practice is consistent across the team.

Recommendation

- The registered person should ensure that staff record all consequences so that leaders and managers can be assured they are appropriate and proportionate. ('Guide to the Children's Homes Regulations, including the quality standards', page 46, paragraph 9.36)

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: 2548333

Provision sub-type: Children's home

Registered provider: Haven Care Group Limited

Registered provider address: Haven Care Group, Unit 6, Barberry Court, Parkway, Centrum One Hundred, Burton-on-trent DE14 2UE

Responsible individual: Andrew Parker

Registered manager: Post vacant

Inspector

Louise Naylor, Social Care Inspector

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