

2559013

Registered provider: Windows For Children Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned children's home is registered to provide care for up to eight children with social and emotional difficulties. At the time of the inspection, there were four children living at the home.

The manager registered with Ofsted in August 2024.

The home refers to the staff as 'grown-ups'. The report reflects the language used in the home.

Inspection dates: 23 and 24 June 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: 13 August 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/08/2024	Full	Good
25/10/2023	Full	Good
31/08/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children are provided with care, love and support from the grown-ups in the home, who are attuned to their needs. The children benefit from a thoughtful and nurturing approach to the provision of their care, providing them with a safe environment for them to grow and make progress. One child's social worker said that their child is 'the most settled' they have ever been and are making 'significant progress'.

Children are encouraged to build strong relationships with the grown-ups, who use play throughout their day by setting up arts and craft activities, going on bike rides, day trips to the beach, trampolining or to a farm and playing in the home's large garden using the variety of play equipment available to them.

Children are making good progress. There is a culture of learning from mistakes and reflective conversations are used frequently. Children are learning to name their feelings and benefit from the therapeutic approach, which is embedded into the care provided by the grown-ups in the home.

Most of the children are now in full-time education, which is excellent progress from their starting points. The manager has worked tirelessly to advocate for the children's best interests regarding their education. For one child, who is not currently in school, there is excellent communication between the manager and social worker in order to promote the best interests of the child and ensure that he is receiving educational input from a tutor in the meantime.

Grown-ups support the children to maintain relationships with their family by taking them to see them and by grown-ups having good communication with them. Monthly reports detail the children's progress, which are shared with parents when appropriate.

Moves for the children are well planned and thoughtfully considered. The needs of all the children are taken into consideration when a new child is going to move into the home. However, a risk assessment for a child who recently moved into the home lacked detail and did not accurately reflect the information the local authority provided. This was later remedied in line with the child's presenting behaviours.

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

Grown-ups understand the children and their vulnerabilities and how to keep them safe, and they regularly assess risks. Incidents inform updates to risk assessments, which helps provide a good level of understanding and confidence in grown-ups' responses.

There have been no incidents where children have gone missing from the home since the last inspection. Grown-ups' responses to children have ensured that they remain safe and do not leave the home unattended.

Grown-ups understand self-harm risks and manage these incidents well, responding with strategies to keep children safe and reduce self-harmful behaviours.

Where there is conflict between the children, this is recognised quickly by the grown-ups who implement strategies to defuse the situation and promote restorative conversations and activities, teaching the children how to form and maintain positive relationships. Promoting positive relationships is consistent with children being encouraged to attend community groups to broaden their friendship circles.

Health and safety checks are regularly completed, and there is a maintenance person who addresses any maintenance issues within the home quickly. However, during one incident with a child, a cleaning product was left on the side when not in use rather than being safely put away. A child was therefore able to access the cleaning product. There were no injuries sustained, and this was removed from them quickly.

There have been new staff recruited, and safer recruitment checks have been completed. However, for one adult they started to work in the home before their safer recruitment checks were all received.

Physical intervention is used often by grown-ups, for short periods, to keep children safe. Grown-ups record this well. The children are spoken to following an incident. Grown-ups involved in the incident comfort children and repair relationships afterwards. However, all grown-ups involved in the incident do not always receive a debrief.

The effectiveness of leaders and managers: good

The manager and senior leaders are passionate about the needs of the children being met and ensuring high standards of care. There is evidence of good working relationships between them and appropriate challenge in the best interests of the children.

The manager is respected, caring and mindful in their approach and is well thought of by the children, grown-ups and professionals who work with them.

The manager is visible in the home and knows the children and grown-ups well. These relationships mean they understand the children's progress. The manager works closely with the responsible individual. Together, they understand the strengths and the weaknesses of the home, and there are plans in place to develop the care for children.

Grown-ups are provided with an excellent level of support through regular supervisions, group supervisions and training that meets the children's needs and promotes the grown-ups' development. The support that grown-ups are provided is a particular strength, which results in them feeling supported to handle the difficult incidents they are sometimes faced with. Reflection is an important part of the support provided.

External professionals praise the manager highly for their excellent communication and knowledge regarding the children's care.

Children are listened to and have regular children's meetings. Grown-ups involve children in their care. They help the children to make age-appropriate decisions about their lives. Children can choose activities, how their room is decorated and their meals. However, there is not consistent manager's oversight recorded of the children's views and the responses and actions completed.

Children are offered opportunities to make complaints. However, feedback to children is not consistently provided following the complaint being resolved.

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 registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home if the individual satisfies the requirements in paragraph (3). The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a) (3)(d)) In particular, ensure that all checks are received and verified prior to the employee starting in post.	5 August 2025
The registered person must ensure that— within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and has signed the record to confirm it is accurate. (Regulation 35 (3)(b)(i)(ii)) In particular, the registered person must ensure all staff completing physical interventions are debriefed.	5 August 2025

Recommendations

- The registered person should only accept placements for children where they are satisfied that the home can respond effectively to the child's assessed needs as recorded in the child's relevant plans and should ensure that the initial risk assessments completed for the child fully reflect the risk outlined by the local authority. ('Guide to the Children's Homes Regulations, including the quality standards', page 56, paragraph 11.4)
- Staff should continually and actively assess the risks to each child and the arrangements in place to protect them, including ensuring that any COSHH products are immediately stored away in the designated COSHH storage area. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.5)
- Children must be consulted regularly on their views about the home's care, to inform and support continued improvement in the quality of care provided. Children should be able to see the results of their views being listened to and acted on. Manager's oversight should be evident to ensure that responses and actions are completed. ('Guide to the Children's Homes Regulations, including the quality standards', page 22, paragraph 4.11)
- Staff should encourage children to share any concerns about their care or other matters as soon as they arise. Children must be able to take up issues or make a complaint with support. The manager must ensure that feedback to children regarding the outcome of their complaint is consistently provided. ('Guide to the Children's Homes Regulations, including the quality standards', page 22, paragraph 4.13)

Information about this inspection

The inspector has 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: 2559013

Provision sub-type: Children's home

Registered provider: Windows For Children Ltd

Registered provider address: 90–92 King Street, Maidstone, Kent ME14 1BH

Responsible individual: Jade Johns

Registered manager: Paige Kent

Inspector

Faye McCarthy, Social Care Inspector

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