

2589537

Registered provider: Happy Group (UK) Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a private provider. It provides care for up to three children who may have social and emotional difficulties.

The manager registered with Ofsted in May 2023.

At the time of the inspection, one child was living in the home. They were not spoken to during the inspection as they were not available.

Inspection dates: 19 and 20 August 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	outstanding
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 10 September 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/09/2024	Full	Good
26/09/2023	Full	Good
20/09/2022	Full	Good
18/01/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The child benefits from a warm, nurturing environment where they feel safe and valued. Staff have built a trusted relationship with the child, and their views are consistently listened to and acted upon. This inclusive approach helps the child feel respected and promotes their emotional stability.

Staff demonstrate a strong understanding of the child's individual needs and are committed to providing a stable and supportive home. The child experiences a sense of consistency and belonging, which contributes positively to their overall well-being.

Staff have been instrumental in finding the right education provision and have advocated for a new education pathway. Staff have consulted with others working with the child and their family to identify an alternative provision where the child has been able to better engage. This has improved the child's opportunity to learn and extended their social network.

Maintaining family relationships is a priority for staff. They have supported the child to have regular, meaningful contact with family members, and have developed positive relationships with the child's family. Communication is frequent and timely, and staff work proactively to promote both direct and indirect contact. This has strengthened the child's sense of identity and emotional well-being.

Staff work collaboratively with partner agencies, ensuring that professionals involved in the young person's care receive regular updates and key information. The child has access to specialist support to help them develop strategies for managing their emotions. Staff provide consistent and appropriate boundaries, which help the child understand expectations both within the home and in the wider community. This supports the child's personal development and promotes positive behaviour.

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

Staff work together to keep the child safe through robust safeguarding practices and a proactive, child-centred approach to risk management. When risks are identified, managers and staff promptly share information with relevant professionals and family and engage with the child in open discussions to help them understand and manage these risks. Risk assessments are regularly reviewed and updated following incidents, ensuring that all staff are informed to respond appropriately.

The child receives timely access to specialist support to help them manage their behaviour and reflect on the choices they make. Professionals involved in the child's care monitor and evaluate their input regularly, ensuring a consistent and coordinated approach that reinforces positive messages and supports the child's emotional development.

There is a strong, proactive response when the young person goes missing and staff will share information and concerns in a timely manner. Family members are immediately informed of any incidents of going missing. Staff are aware of the requirements of statutory guidance and ensure an independent return home interview is offered. This gives the child the opportunity to talk about the reasons they left the home and offer advice and guidance to help reduce risk.

Staff take a proactive approach to educating the child about online safety. They engage in reflective conversations about internet and mobile phone use, helping the child to identify potential risks and enabling them to take steps to protect themselves. This preventative work supports the child's independence while maintaining their safety.

The child can identify staff whom they can talk to about any concerns or incidents they have been involved in. Concerns are taken seriously and responded to appropriately. This helps the child feel listened to, respected and safe.

The effectiveness of leaders and managers: outstanding

The registered manager provides exceptional leadership and maintains rigorous oversight of all aspects of the home. This includes care planning, health and safety, and staff development. Monthly audits are thorough and effective in identifying areas for improvement, with any shortfalls swiftly addressed. Audit outcomes are shared openly with the team, fostering a culture of transparency, accountability and continuous learning.

Staff speak highly of the registered manager's unwavering positivity, high expectations and deep commitment to achieving the best possible outcomes for the child in their care. Professionals consistently praise the registered manager's strong leadership and relentless advocacy. The registered manager is described by professionals as inspirational, confident and ambitious, and staff feel well supported, valued and encouraged to develop in their roles.

The registered manager is highly visible and ensures that management support is available 24 hours a day. This consistent presence enables staff to work cohesively and with clarity, ensuring the child benefits from stable routines, clear boundaries and a consistent approach to care.

The registered manager actively seeks feedback from those closest to the child, including family members and professionals, and has built excellent working relationships across agencies. Feedback highlights the registered manager's pivotal role in sharing information and advocating for the young person's needs, which has contributed significantly to the child's progress.

The registered manager works closely with the child and staff to set meaningful targets and monitor progress. The registered manager is open to innovation and willing to explore new approaches that support the child's development and independence. The

registered manager knows the child exceptionally well and drives forward plans that enable them to achieve personal milestones. The positive impact of living in the home is evidenced in the young person's progress.

Staff training and development are prioritised to ensure high-quality care. Although some staff have not yet completed their level 3 qualification for residential childcare within expected timescales, they are enrolled and actively working towards completion. The registered manager maintains oversight of this and ensures that staff are supported to meet their professional development goals.

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 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— ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(a)(b) (2)(c)) In particular, the registered person must ensure that all staff in a care role, including external agency or bank staff, have the level 3 diploma for residential childcare stipulated in regulation 32(4) within the relevant timescale.	31 October 2025

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: 2589537

Provision sub-type: Children's home

Registered provider: Happy Group (UK) Ltd

Registered provider address: West Walk House, 99 Princess Road East, Leicester, Leicestershire LE1 7LF

Responsible individual:

Registered manager: Nicola McCaw

Inspector

Lisa Richards, Social Care Inspector

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