

2599805

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 and managed by a private company. It is registered to provide care for up to 4 children with social and emotional difficulties.

At the time of the inspection, there were 3 children living in the home. Two children were spoken to and contributed to the inspection.

The manager has been registered with Ofsted since October 2025.

Inspection dates: 20 and 21 January 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: 11 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/03/2025	Full	Good
05/03/2024	Full	Outstanding
24/08/2022	Full	Good
21/09/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children live in a well-presented, welcoming home that is well equipped to meet their individual needs. The managers and staff consult with children about their home environment, and their views are considered in the design and presentation of the home. Photos of the children are displayed throughout the home, helping the children to feel valued.

Staff spend time with children to build trusting and meaningful relationships with them. Staff have a strong understanding of children's individual needs and lived experiences. This enables the staff to provide sensitive and thoughtful care. One child shared that staff 'really understand' them.

Children attend education that is well matched to their individual needs and stage of development. When children experience difficulties in school, the manager works proactively with education providers and external professionals to ensure that timely and appropriate support is put in place. Children are supported to develop independence and essential life skills that are appropriate to their age and ability. This helps promote children's progress both educationally and in their wider development. This helps to prepare children well for the next stage of their lives.

Children's views are captured daily. They are confident and comfortable sharing any worries or concerns with staff. Although no formal complaints have been made, children can identify staff they would approach if they needed support or wished to raise any concerns about any aspect of their care.

When staff use consequences with the children to manage behaviour, these are appropriate and proportionate. However, management oversight to ensure the ongoing appropriateness and effectiveness of consequences is not consistently captured. This is an area for improvement.

Children's achievements are always recognised and celebrated by staff, regardless of how big or small the achievement may be. Staff acknowledge children's progress. They provide child-friendly letters that clearly highlight their achievements and successes. This approach is a positive one from staff that helps to build children's confidence, self-esteem and sense of pride in their progress.

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

Staff take time to understand the individual risks facing each child. The staff use this knowledge to complete individual risk assessments for children. Staff regularly review and update these assessments to reflect children's changing needs and circumstances. Staff use this information to plan safe care and interventions. As a result, risks to children have reduced over time.

When children harm themselves, staff take prompt and appropriate action to safeguard the child's welfare. Staff seek guidance from managers or external professionals over what action to take and to seek medical advice, when necessary. However, incidents of self-harm have reduced over time. One child shared that the support they receive from staff has helped them to significantly reduce these behaviours.

When children go missing from the home, staff respond in line with each child's individual missing-from-care risk assessment. When children return home, staff welcome them and allow them time and space to reflect on the reasons for going missing. Staff engage children in supportive conversations to help them feel safe and settled. Independent return home interviews are completed by the local authority. This ensures that children can speak with someone independent of the home and to share their experiences.

If children raise concerns about staff, appropriate action is taken by managers and leaders. Children are provided with written information through letters to confirm that their views have been heard and to explain the outcomes of any actions taken. The local authority designated officer and other relevant professionals are notified as required. As a result, children feel listened to and supported when sharing their worries.

When incidents of concern occur, staff respond promptly and effectively. Children are given appropriate space and time to reflect on their behaviour, and conversations are held to support understanding and encourage positive change. Strong management oversight ensures that incidents are addressed consistently, with a clear focus on safeguarding and promoting children's wellbeing.

Staff demonstrate a strong understanding of the risks children face, including exploitation and online harm. Staff work directly with children to help them understand these risks. Staff hold regular and age-appropriate conversations with children to support them to develop strategies to keep themselves safe. Children are supported to take age-appropriate risks while being provided with the guidance and information needed to protect themselves.

The effectiveness of leaders and managers: good

The home is led by an ambitious manager who demonstrates a strong commitment to children's needs. The manager has a clear understanding of the home's strengths and areas for development, driving continuous improvement. Staff report that they feel well supported by the manager and their colleagues. This serves to develop a collaborative working environment.

Staff receive regular professional supervision. The staff report that this is beneficial for their development and support. Supervision sessions include detailed discussions about children's needs, with a strong focus on safeguarding to ensure that staff knowledge remains current. Supervision also provides opportunities for reflective practice and scenario-based discussions. This supports the ongoing learning and development of staff.

Managers maintain thorough oversight of the home. They identify both areas of good practice and areas for development, implementing changes to support and strengthen staff practice. The managers consistently review trends and triggers for children, ensuring that practice remains responsive to the children's needs.

Staff receive relevant and sufficient training to meet the identified needs of children living in the home. This includes training in self-harm, safe internet use and exploitation. As a result, staff have the knowledge and skills to support children effectively.

Professionals commend the clear and effective communication from the manager and staff. They also highlight that the manager consistently advocates for the children in their care, ensuring that children's needs are well represented and that they receive timely and appropriate support.

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

Recommendation

- The registered person should ensure that all incidents of control, discipline and restraint are subject to systems of regular scrutiny to ensure that their use is fair and the above principles as set out in 9.35 are respected. ('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: 2599805

Provision sub-type: Children's home

Registered provider: Haven Care Group Limited

Registered provider address: Unit 6, Barberry Court, Parkway, Centrum One Hundred, Burton-on-Trent DE14 2UE

Responsible individual: Bryony Sanderson

Registered manager: Charlotte Sheridan

Inspectors

Jess Baines, Social Care Inspector
Patrick Rowell, Social Care Inspector

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