

2627409

Registered provider: Platform Childcare 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. It provides care for up to four children who may experience social or emotional difficulties.

At the time of this inspection, three children were living at the home.

The manager registered with Ofsted in February 2024 and is suitably qualified.

Inspection dates: 9 and 10 September 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: 4 November 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/11/2024	Full	Good
26/09/2023	Full	Good
21/02/2023	Full	Good
08/11/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The inspector spoke with all three children living at the home.

Children benefit from individualised, child-centred care delivered by staff who know them well. Relationships between staff and children are warm, nurturing and built on trust. This helps children make progress in all areas of their lives.

When children are unsettled, staff work diligently to help them re-engage. When one child needed to move from the home, this was managed well by staff, with the child's voice being heard. Staff shared necessary information with appropriate individuals and facilitated the child's visit to their new home. This helped to make sure that the move was positive for the child.

Staff encourage high aspirations for children and especially the importance of education. Staff help children who have had poor educational attendance to re-engage in learning. Children's attendance has now improved. They have aspirations for their futures and have passed their exams.

Children who struggle with their emotions are helped through the consistent use of the home's therapeutic model of care. In-house therapeutic support is available, and staff work closely with the therapeutic team to support the children. Staff consult external professionals when additional support is required. This ensures that children receive the right help at the right time.

Children enjoy a wide range of activities and experiences. They have been on holiday and on trips to theme parks and places of interest. One child went skydiving and raised money for a local charity. Children have also helped the local homeless charity by making food parcels to distribute to those in need. These opportunities help children build confidence, develop social skills, be part of and contribute to the wider community and create positive memories.

Feedback from families and professionals is overwhelmingly positive. They say that staff are committed, caring, and effective in meeting children's needs.

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

Children are kept safe by a committed and knowledgeable team of staff who demonstrate a strong understanding of their individual needs and vulnerabilities. Staff seek advice and guidance when needed and adapt their approaches to meet the evolving needs of children. This demonstrates a commitment to understanding and responding to behaviour in a trauma-informed manner.

Staff help children develop an understanding of risk. As a result, children are increasingly able to make safer choices and demonstrate improved awareness of personal safety.

Incidents of children leaving the home without staff permission are rare. When incidents occur, staff respond promptly and in accordance with established missing-from-home procedures. Children are returned to the home quickly, and staff take appropriate follow-up actions.

On occasions, staff have used physical intervention to keep children safe. When used, the interventions are proportionate and only used when necessary. Staff follow organisational procedures, and this helps keep children safe under challenging circumstances.

Staff use a system of rewards and consequences to encourage positive behaviour. While natural consequences are sometimes applied in response to unwanted behaviours, they are not consistently recorded or subject to oversight to ensure that they are appropriate, effective, and used as learning opportunities.

Allegations against staff are taken seriously. They are reported and investigated in line with safeguarding procedures. When necessary, disciplinary action is taken, including all necessary follow-up actions.

The effectiveness of leaders and managers: good

Leaders demonstrate a strong commitment to children and maintain high expectations of themselves and the staff team. The registered manager is aspirational and consistently looks for ways to improve the support given to children and to develop staff's understanding of children's needs and behaviours.

The manager has a strong commitment to collaborative working. She demonstrates a proactive approach to engaging children, families and professionals regarding the care provided. Managers seek external advice and support when needed to ensure that children receive care that meets their individual needs and promotes positive outcomes.

The manager has carefully considered placement decisions. She has reflected on a previous placement breakdown and uses these insights to inform her decisions about future admissions. Effective learning from previous experiences will help improve practice and contribute to children's placements being more stable.

Managers' monitoring systems are used effectively to review incidents, including allegations. The manager is currently reviewing children's records to align them with the home's therapeutic approach. However, during this transition, some documents, such as care plans and risk assessments, lack clarity and accuracy, which has the potential to affect the consistency of care provided.

Staff report feeling well supported by the manager. They receive regular supervision and have access to a range of learning opportunities. A comprehensive induction programme

is in place, which includes a range of training. Additionally, the manager facilitates topic-based learning during team meetings, which enhances staff's knowledge and skills. However, training records do not show all the training staff have completed. This limits the ability to fully evaluate the effectiveness of staff development and whether it is helping to provide staff with the knowledge and skills to meet the needs of children.

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; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(c)(h)) In particular, ensure that records detail the learning and development opportunities staff have engaged in and that children's records are clear, up to date and reflect their current risks and needs.	7 November 2025

Recommendation

- The registered person should ensure that any consequences used to address poor behaviour are restorative in nature, to help children recognise the impact of their behaviour on themselves, other children, the staff caring for them and the wider community. Specifically, ensure that records of any natural consequences used are kept and overseen by the manager. ('Guide to the Children's Homes Regulations, including the quality standards', page 46, paragraph 9.38)

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: 2627409

Provision sub-type: Children's home

Registered provider: Platform Childcare Limited

Registered provider address: Suite 2 Millennium Court, First Avenue, Burton-on-Trent
DE14 2WH

Responsible individual: Zamir Lal

Registered manager: Jade Moore

Inspector

Debbie Bond, Social Care Inspector

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