

2630796

Registered provider: Compass Children's Homes Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned home that provides care for up to four children who may experience emotional and/or behavioural difficulties.

There were four children living at the home at the time of the inspection.

The manager has been registered with Ofsted since August 2023.

Inspection dates: 23 and 24 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	outstanding
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 29 January 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/01/2025	Full	Good
26/03/2024	Full	Good
24/01/2023	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff value and care for the children. Staff routinely check in with children and ask about their day. They show a keen interest in what children have been up to and how they are feeling. Children have good relationships with staff and describe them as being kind and helpful. One child shared, 'They don't just make you do things; they put things in place to help you.'

Children take part in a range of activities that reflect their individual interests. In addition to outings and hobbies, children enjoy spending time together in the home, and staff make a conscious effort to celebrate special occasions, such as birthdays, Christmas and anniversaries. Children and staff share daily mealtimes and take part in activities that reflect aspects of family life.

All children are making good progress from their individual starting points. Staff understand and support each child's health needs, ensuring that they attend regular health and therapy appointments to promote their overall well-being.

The home's therapeutic approach is well understood and consistently applied by all staff. This is supported by the therapeutic lead, who provides training, guidance and regular observations to ensure that good practice is maintained.

Most children are attending school or alternative education provisions. For those not attending regularly, staff maintain close communication with education professionals to develop and review plans that support the child's return to education. Clear expectations and routines are in place in the home around school times to promote consistency and a focus on learning.

Staff are committed to providing a welcoming environment. They ensure the children's bedrooms are decorated to reflect each child's individuality. An exception to this, however, is the presence of some staff wearing lanyards and carrying bunches of keys, which slightly detracts from the homely feel the staff are seeking to provide.

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

All staff are aware of the risks that exist for children and keep these in mind, taking appropriate action to safeguard each child according to their individual needs.

Children have positive relationships with staff and feel able to share concerns with them. This provides opportunities for children to seek advice and guidance, which subsequently helps to reduce risks and promote their safety and well-being.

Children do not go missing from the home. Despite this, staff remain clear about their responsibilities should a child be missing. Safeguarding scenarios are regularly used to keep staff alert to the risks and protocols associated with missing incidents.

Staff use physical intervention only as a last resort, and only after de-escalation techniques have been attempted. When intervention is necessary, it is used to safeguard children, with the least restrictive method used. Following any use of physical intervention, staff speak to children offering medical and emotional support. The manager conducts timely and thorough reviews of all incidents, identifying learning with staff to promote improvement in practice.

Allegations made by children are treated with seriousness and responded to promptly and thoroughly. Each concern is subject to a detailed investigation, ensuring that all relevant individuals are appropriately informed and involved.

Staff consistently attend and contribute to children's statutory meetings, working in partnership with other professionals involved in their care. However, some confusion regarding the frequency of care plan updates has led to staff not always requesting or retaining the most recent version on the child's file.

The effectiveness of leaders and managers: outstanding

The registered manager is a committed and inspirational leader who sets high expectations for the quality of care provided to children. She is driven to ensure that children have positive experiences home and continually strives to support children in achieving their full potential.

The manager has an in-depth understanding of each child's background and individual needs, and she takes an active lead role in their care planning. Her consistent and visible presence in the home ensures that children see her as approachable, encouraging them to share their views. Children trust that the manager will listen and respond appropriately should they have any concerns to raise.

The manager is a proactive and tenacious advocate for children. She confidently challenges decisions and escalates concerns when necessary to safeguard children's welfare. Her actions ensure that children's voices are heard and that decisions are made based on what is in children's best interests.

Staff describe the manager as knowledgeable and supportive. They benefit from regular, high-quality supervision that offers opportunities to reflect on both the children's needs and their own professional development. One staff member said:

She is very empathetic, and that's what makes her a good manager. She's great with both the adults and the children, and consistently reliable and a container for the group.

There is a strong focus on continuous improvement in the home, supported by regular audits and reflective practice that help strengthen the quality of care. This includes the manager's own ongoing reflection on her leadership, ensuring that she actively promotes and models a culture of development

In addition to natural, day-to-day conversations, children's views are gathered through planned methods. This includes weekly children's meetings, which are chaired and agenda-led by the children themselves. These meetings provide a platform for children to express their preferences around meals and activities, and to discuss what is working well and what could be improved about living in the home. Other systems include surveys and 'jumbo meetings', which encourage children's participation in more specific decisions, such as holiday planning. Children consistently report that their views are listened to and acted on.

Professionals and family members recognise the manager as a significant figure in the home and value her efforts to keep them informed and involved in the children's lives. One child's parent commented, 'She is very friendly and helpful.'

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 maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child; (Regulation 36 (1)(a)) In particular, the registered manager should ensure that the home has a copy of any plan for the care of the child prepared by the child's placing authority, and of the placement plan.	31 October 2025

Recommendation

- The registered person should ensure that the home is a nurturing and supportive environment that meet the needs of their children, they will, in most cases, be homely, domestic environments. In doing so, staff should seek to ensure the home provides a domestic rather than 'institutional' impression. (Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

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: 2630796

Provision sub-type: Children's home

Registered provider: Compass Children's Homes Ltd

Registered provider address: Compass Community Ltd, 3 Rayns Way, Syston, Leicester LE7 1PF

Responsible individual: Zoe Milton

Registered manager: Jessica Pentinmaki

Inspector

Kerry Howarth, Social Care Inspector

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