

2645858

Registered provider: Helpful Investments Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home registered with Ofsted in September 2021 and is operated by a private provider. It offers care for up to 3 children who may experience social and emotional difficulties.

At the time of this inspection, 3 children were living at the home.

The manager registered with Ofsted in February 2024.

Inspection dates: 19 and 20 May 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: 20 May 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/05/2025	Full	Good
04/06/2024	Full	Good
30/08/2023	Full	Good
21/02/2023	Full	Requires improvement to be good

Summary of findings

Staff build trusting relationships with children through therapeutic care. Staff prioritise children's education and respond effectively to their health needs.

Staff respond to incidents using strategies outlined in each child's individual risk assessment. They liaise with the police and family members when children go missing from home to support their safe return.

The registered manager and staff know the children well. Staff receive regular supervision and attend team meetings. The in-house psychology team support-making when children move into the home.

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, one child has moved out of the home and is now living in a foster care arrangement with the former deputy manager. One child has moved into the home; this transition was well planned and appropriately supported.

Staff are building trusting relationships with the children by providing therapeutic care. One child said that staff help to manage their emotions. This demonstrates that the manager and staff provide a consistent level of care.

Children spend time with people who are important to them and participate in activities they enjoy, such as football and cheerleading. This supports the development of their identity.

Children's health needs are recognised, understood and met by staff. Staff take appropriate action when medical treatment is required. One child's diabetes is well managed and has improved since moving into the home.

Staff prioritise children's education. The children attend school full time and have good attendance. This demonstrates that staff support children's ongoing learning and development effectively.

The home environment is decorated and furnished to a good standard, creating a welcoming and homely feel. Photos of the children and staff are displayed throughout the home. Children's bedrooms are personalised to reflect their individual preferences and are decorated with their own belongings, helping them to develop a sense of belonging.

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

The children's risk assessments and safety plans are effective and reviewed regularly. They incorporate new and emerging information, ensuring that staff have up-to-date knowledge of each child's risks and vulnerabilities. This enables staff to implement strategies that are current, relevant and effective in keeping children safe.

Staff use the PACE model of care to support children when they are upset and to reduce the escalation of incidents. Physical intervention is only used as a last resort to ensure the safety of children and staff. Children are spoken to promptly following any incidents, enabling them to reflect and share their views. Records of physical intervention contain all the required information in line with regulatory requirements.

When children go missing, staff respond promptly. Partnership working with the police and family members is effective, and staff take proactive steps to ensure that children return home as soon as possible. Staff have a good understanding of the missing-from-home procedures.

Consequences are used when necessary, and they are appropriate and understood by children. However, managers do not clearly record the effectiveness of these consequences. This is a missed opportunity to evaluate whether the consequence has had a meaningful impact on the child's behaviour or learning.

The effectiveness of leaders and managers: good

Staff say they enjoy working at the home and that they receive support from the manager. One staff member said:

'The manager of the home is amazing. She is supportive, approachable and keeps herself up to date with the day-to-day running of the home. I feel very safe and secure working in her home and know that I can approach her with any issue, professional or personal.'

The registered manager provides reflective supervision to all staff, and practice is reviewed effectively. Regular team meetings provide opportunities for staff to discuss the children's needs, share good practice and address any challenges. This supports staff to maintain a consistent approach and helps ensure that children continue to receive high-quality care.

The registered manager has effective relationships with relevant professionals, supporting strong multi-agency working. Children's social workers are given timely access to records, ensuring that they have the necessary information to monitor progress and make informed decisions. This collaborative approach contributes to consistent, well-coordinated care for children.

Managers and staff make effective use of the in-house psychology team to reflect on children's needs and experiences. This enables staff to develop a deeper understanding

of children's behaviours and the factors influencing them. Managers also consult the team when considering new admissions, ensuring that decisions are informed and carefully planned.

Staff have the necessary skills to provide effective care for children. Staff received specialist health training before one child moved into the home, which has supported the child's health needs to be met to a good standard.

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

Recommendation

- The registered person should ensure that all consequences are regularly reviewed to assess their effectiveness. ('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: 2645858

Provision sub-type: Children's home

Registered provider: Helpful Investments Ltd

Registered provider address: 31 Bridge Street, Aberystwyth, Ceredigion, Wales SY23 1QB

Responsible individual: Rachel Springford

Registered manager: Georgina Greenway

Inspector

Karen Andrews, Social Care Inspector

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