

2713120

Registered provider: Hapin Care 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. The home provides care and support for two children who may experience social or emotional difficulties.

The manager registered with Ofsted in July 2025

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

Inspection dates: 14 and 15 July 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: 28 August 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/08/2024	Full	Good
05/02/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children new to the home are welcomed sensitively by managers and staff. Managers and the internal therapist complete detailed assessments using information from parents, previous carers and social workers. This supports their understanding of children's needs and the ability of the staff to meet those needs.

Children who are new to the home are beginning to settle and develop relationships with staff. Children remain living at the home when it was their plan to do so. Children are consulted with when new children are moving in.

Children's plans are regularly review by managers and staff together with the provider's therapist. This provides an opportunity to consider any trends and patterns in children's behaviours and review strategies in place to support. Despite putting in place alternative strategies for one child, a decision was made for them to move on. However, the child continues to visit, which reflects the relationships formed when the child lived at the home.

Children who have been out of education for several years are supported by staff to complete educational activities each day. One child has designed their own sweatshirt and marketed this as a business venture, and the manager has liaised with the virtual headteacher to secure a place in college for the child. One child working with a tutor has successfully passed their level three functional skills exam. However, not all children have this education provision, which is limiting their progress.

Children are given choices about the activities they take part in with staff. One child has been on holiday to the destination of their choice and another child has spent time cycling in local parks with staff.

Children's time with their family members is valued by staff, who take them to see their family. When children need support during family time, staff are available to give this.

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

Staff promote positive behaviour and encourage children to manage their emotions and learn from incidents. When children have needed to be held, this has been a last resort to ensure that children and others are safe. Children are provided with emotional support throughout, and all incidents are recorded and reviewed by the manager.

Children have been missing from home on multiple occasions. Staff understand the actions they need to take when children are missing, as outlined in children's plans. Staff stay in telephone contact with children to try and encourage them to return home. Staff complete area searches and attend known addresses and locations to try to find

children. Professionals, including police and social workers, are provided with regular updates, but records do not always accurately reflect the actions that have been taken.

Children have been sensitively supported when they have made an allegation against a member of staff. Allegations are taken seriously, and the manager takes immediate action to ensure that children are safe. Detailed investigations are completed, and advice is sought from the local authority designated safeguarding officer. This means children are confident that they are listened to and appropriate action is taken in response to their concerns.

Children know that if staff are worried about their safety, they will complete a bedroom search to ensure that items, including lighters, are removed to minimise the risk of fire. Children understand the reason for room searches.

Children are supported to understand the impact of their behaviour and risks. They can talk to staff about healthy relationships, safe sex and the impact of criminal exploitation.

Leaders and managers ensure that safer recruitment practices are followed, which means that new staff are suitable to care for children.

The effectiveness of leaders and managers: good

The home is managed effectively. The manager is supported by the responsible individual and deputy manager, who have high expectations for children.

The manager consistently monitors the quality of care provided to the children. She has established effective systems to maintain oversight of the home, allowing her to identify strengths and weaknesses. The manager, deputy and internal therapist have a good understanding of the children's needs.

The manager has a well-developed understanding of the children's needs. The manager has considered the gender balance of the team and recently recruited additional male staff members to meet the children's needs.

Staff report that they enjoy their role and have opportunities to reflect through team meetings, supervision and open discussions with the manager. Staff are given opportunities to develop professionally in their role.

The manager ensures that, when there are identified gaps in staff practices, she completes a skills audit so plans can be put in place to support staff development. Plans are reviewed so that the manager can consider the staff member's ability to complete the role and any additional actions that need to be considered.

The manager has completed a lesson learned with the responsible individual, internal therapist and staff so that they can revise, review and change practices so that

improvements can be made and experiences shared and any learning from incidents applied.

The manager and staff have strong relationships with parents and professionals such as social workers and police. The manager ensures that agencies such as missing-from-home coordinators provide information to the staff team to develop staff's understanding of processes.

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; are kept up to date; and are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c)) In particular, they must ensure that each child has an accurate record that clearly sets out the actions taken by staff to safeguard children.	18 May 2026
The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to achieve the child's education and training targets, as recorded in the child's relevant plans; support each child's learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete independent study; understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers;	18 May 2026

help each child to understand the importance and value of education, learning, training and employment;

promote opportunities for each child to learn informally;

maintain regular contact with each child's education and training provider, including engaging with the provider and the placing authority to support the child's education and training and to maximise the child's achievement;

raise any need for further assessment or specialist provision in relation to a child with the child's education or training provider and the child's placing authority;

help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible.

help each child who is above compulsory school age to participate in further education, training or employment and to prepare for future care, education or employment.
(Regulation 8 (1) (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(ix)(x))

In particular, the registered person must ensure that managers and staff advocate for children to receive education.

In addition, the registered person must ensure that children have a clear structure and routine. Children must have opportunities to learn, and activities must be in place to help them prepare for returning to education or employment.

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: 2713120

Provision sub-type: Children's home

Registered provider: Hapin Care Limited

Registered provider address: Suite 25, Foundry House, Widnes WA8 8UD

Responsible individual: Nicola Reilly

Registered manager: Michelle Topping

Inspector

Nicola Forrester, Social Care Inspector

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