

2763815

Registered provider: HATCH Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private provider registered to care for one child.

There was one child living at the home at the time of this inspection. This child contributed to the inspection.

The home is being led by a manager, who registered with Ofsted in July 2024.

Inspection dates: 23 and 24 July 2025

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 16 April 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/04/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The child and staff enjoy spending time together inside the home, which is welcoming, decorated and furnished to a high standard throughout. The child and staff take pride in the appearance of the home, which is personalised, including with the child's artwork.

The child has been supported by staff to achieve educationally. The child was supported with a full programme of out of school educational activities prior to a suitable school place being secured. The child has been supported to attend school and sit all their GCSE examinations. The child has aspirations for post-16 education and a career beyond this. This is excellent progress from the child's starting point of not attending school for a significant period before living in the home.

Strong professional relationships and communication have helped the child make progress. Relationships built with school have helped the child to attend when they have been struggling. For example, a professional from the child's school bought two therapy dogs to the home to help the child to get up and ready for the day and in to school to continue achieving.

Staff and the child have developed strong trusting relationships. The child is supported to try new activities and staff join in to support the child. Staff are proud of the child and their achievements and share this with the child. Staff are strong advocates for the child and speak with pride and affection about them. This makes the child feel safe and cared for and gives them a sense of belonging.

Staff support the child's health needs, including their emotional well-being. Support from specialist services is sought when needed. Staff have been committed to understand how to support the child's self-esteem and emotional well-being. Staff are creative and child focused, for example in supporting the child to access dental care by gradually building up their confidence with regular weekly visits without having any treatment.

The child is spoken to and included in decision-making. Staff ensure that they explain to the child the reason for decisions being made, even if it is not what they want to hear. The child's progress is celebrated by staff. Staff and managers celebrate and support the child with things that are important to them, even when they are not scheduled to work that day.

Staff and managers have built strong relationships with the child's family. The child is supported to keep in touch with people who are important to them. Strong relationships with external professionals support the child to be part of their care-planning and ensure their voice is heard. The staff and managers are strong advocates for the child. The child feels listened to and that their views are considered, for example what the child feels their biggest priorities are.

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

The child has individualised and detailed plans and risk assessments, which are updated regularly. Staff understand what the child's current needs are and how to support them to keep them safer. Positive behaviour support plans are detailed and show progress made over time. External agencies contribute to these plans.

Staff communicate with external agencies if an incident has happened. The child contributes to and understands their plans. The discussions staff have with the child help to reduce risks and support progress over time. Staff and the child are reflective after any incidents and ensure that any learning about what worked or did not work is embedded going forward. This also helps to reduce risks.

The child and staff have developed trusting relationships over time. These relationships have helped reduce risks and incidents as staff can recognise when the child may need additional support and intervene early. The relationships also help the child to verbalise how they are feeling and seek support. Staff are curious, empathetic and playful in their approach. Staff understand what is happening for the child in the moment and can adapt their care practice accordingly.

Staff and the child have regular discussions about issues which are important and affect the child. Incidents have reduced over time in frequency and duration. The child can see the progress made and feels supported by a consistent team of staff who have helped them to understand their emotions.

The manager ensures that any research is embedded in practice in the home. The manager regularly checks staff's understanding of how to respond to a particular scenario to ensure that staff remain skilled or have access to additional training if required.

The effectiveness of leaders and managers: outstanding

The manager is aspirational for the child. The manager's care for the child is of a high standard. This is replicated across the stable staff team. The manager is continually striving to drive change and progress. The manager leads by example and is available to the team and the child. This has created an open ethos in the home, where staff are confident to learn and reflect.

The manager is supported by a strong trainee manager and a supportive and responsive responsible individual. All records have reflective management oversight. Any areas for development or learning are promptly addressed.

Staff have access to regular and reflective one-to-one sessions and team meetings. Staff describe both as supportive and useful. Training is in pace for all staff and a thorough induction process. Staff can access any additional training that may support them to care for a child. Staff development is prioritised and the manager advocates to upskill the staff team and ensures workshops are in place.

The manager has built strong relationships with family members and external professionals. Those spoken with were highly complimentary about the commitment of managers, which was described as 'above and beyond', the nurturing care afforded to the child and the progress they attribute to their support.

The child's voice is evident throughout. The child has recently been involved in writing some prospective staff interview questions, wrote a quiz about themselves to test the staff knowledge of them and is involved in team meeting agendas.

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: 2763815

Provision sub-type: Children's home

Registered provider: HATCH Group Limited

Registered provider address: Suite A, Best House, Grange Business Park, Leicester, Leicestershire LE8 6EP

Responsible individual: Amy Watson

Registered manager: Molly Collins

Inspector

Caroline Hose, Social Care Inspector

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