

2773405

Registered provider: Heartly Care 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 and offers care for up to three children with social and emotional difficulties.

Two children were living at the home at the time of the inspection. One child was present during the inspection and was spoken to.

The manager registered with Ofsted on the 1 August 2025.

Inspection dates: 4 and 5 August 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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 29 May 2024

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/05/2024	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Children like where they live and the staff that care for them. Staff work hard to build meaningful relationships with children.

Children enjoy a range of activities. One child is in a football club, attends cadets and goes boxing. Children enjoy day trips, visits to theme parks and horse riding. A holiday for the summer is being planned.

Both children have education places. For one child, while in the interim period of waiting for a school place, staff have been creative to ensure that the child continues to learn and make progress. This has included home schooling, tutoring and accessing an alternative provision. Since moving to the home, another child's attendance at school has significantly improved.

One parent is impressed with the care the manager and staff provide, saying that the home is lovely and that the manager and staff deserve credit for what they are doing for their child. Parents feel assured that their children receive good-quality care.

One child has moved on from the home. This move was planned and allowed for a positive ending.

Children attend routine health appointments. Staff plan a good range of meals. However, the manager and staff are allowing children to regularly eat unhealthy foods, this could negatively impact on the health and wellbeing of children

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

Staff have appropriate safeguarding training. One child said they feel safe at the home. Staff implement safeguarding procedures appropriately.

There have been no incidents where children have been held by staff to prevent harm. Staff use positive relationships to help children manage difficult emotions.

One child was at significant risk of exploitation before moving to the home. While the child is not currently engaging with their targeted intervention worker, work with staff has meant that risks of exploitation have significantly reduced.

One child, who previously had self-injurious behaviours before moving to the home, has not had any incidents. Another child's self-injurious behaviour has significantly reduced, and there have been no incidents for several months.

There have been three missing-from-home incidents. These have not been overnight. Staff manage incidents well. However, on one occasion, staff did not supervise

children appropriately, despite there being indicators that children were planning to leave the home. The manager completed a debrief with staff to ensure that lessons were learned. No harm came to the children, and there have been no further concerns.

The effectiveness of leaders and managers: requires improvement to be good

The manager is registered and is working towards a relevant qualification. She has recently appointed a deputy manager and has support from an experienced responsible individual. Despite this, there are shortfalls in leadership and management in respect of advocating for children and the quality of records.

A social worker gave mixed feedback but was content with the level of general communication. The social worker is pleased with the child's progress in education, however, there has been a significant delay in the child accessing time independently. The child's independence time was reinstated during the inspection.

The independent person's monthly reports are good quality and suggest actions to help improve the quality of care. However, the manager does not always implement the actions suggested. This is not ensuring that continuous improvements are made at the home.

The manager has oversight of records. Despite this, the quality of recording is poor. Records of when staff have worked are not accurate, and some important records for children are not clear and are missing key details. Lack of information makes it difficult to assess staff's response to some incidents. Poor-quality records could be confusing for children if they wish to look at their records in the future.

The manager completes a six-monthly review of the quality of care being provided in the home. Overall, the report is good quality but lacks information for one child's progress. The report does not include views from children or staff.

The manager has completed an assessment of risk for the children living at the home. However, the assessment lacks relevant information. It is not clear how all of the children's individual needs have been assessed. There is no negative effect on children, but if not improved, this could influence decisions relating to children who move into the home in the future.

Staff have good-quality training and regular supervision. Staff either have or are working towards a relevant diploma. Overall, staff's feedback was positive about the support offered by the manager.

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 health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and children are helped to lead healthy lifestyles. (Regulation 10 (1)(a)(b)(c)) In particular, ensure that children eat a healthy balanced diet.	5 October 2025
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— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; 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)(a)(c)(h)) In particular, ensure that:	5 October 2025

actions recommended by the independent person are considered to make continuous improvements in the home;

the report on the review of the quality of care includes feedback from children and staff;

children's needs are carefully assessed when considering if the child's needs can be met at the home, taking into account the needs of children who are already living at the home;

ensure that home's records and children's records are detailed and of good quality;

ensure that staff feel supported and have the skills they need to meet the needs of each child;

ensure that managers and staff proactively advocate for children to ensure that their needs are met.

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: 2773405

Provision sub-type: Children's home

Registered provider: Heartly Care Limited

Registered provider address: Bridge House, 9-13 Holbrook Lane, Coventry, Warwickshire CV6 4AD

Responsible individual:

Registered manager: Mandeep Lally

Inspector

Amy Miles, Social Care Inspector

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