

# 2785041

Registered provider: Haven Care Group Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is privately owned and provides care for up to 3 children with learning disabilities.

At the time of this inspection, 2 children were living at the home.

The home and the manager registered with Ofsted in July 2024.

**Inspection dates: 25 and 26 November 2025**

**Overall experiences and progress of children and young people, taking into account** **outstanding**

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

The effectiveness of leaders and managers **outstanding**

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:** 21 January 2025

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 21/01/2025      | Full            | Good                 |

## Inspection judgements

### **Overall experiences and progress of children and young people: outstanding**

Children receive exceptionally good care at this home, and they make excellent progress from their starting points. This is because staff understand the importance of individualised care and ensure that children's needs are met to a high standard. Managers and staff are committed to ensuring placement stability for children, including through difficult times. For example, the home has been adapted to ensure that children's needs can be safely met. The overall approach reduces the risk of placement breakdowns and highlights the staff team's devotion to the continuity of care for children.

Children make exceptional progress in various areas of their lives. Children who were previously afraid of attending health appointments have been helped to overcome their fears. A child who needed support in understanding the importance of good personal hygiene has been showering and changing their clothes daily. There is a sharp focus on ensuring that children receive the medical assessments that they need. The result is an improvement in children's health and wellbeing.

Managers invest time and energy into advocating for children to receive suitable education. Effective joint working with external professionals has led to one child attending school daily, which is benefiting them socially as well as academically. The other child is being supported to engage and achieve in alternative education while a school place is being secured for them.

Both children have been helped to make significant improvements in their ability to communicate. One child can say full sentences, which is an excellent achievement for them. There is ongoing adaptation to communication tools to ensure that they meet children's individual needs. Children's wishes and feelings are gathered through consultation with them. Children know how to complain, and when they do, the outcome is explained to them using their preferred communication style. Social stories are used especially well to help children understand the matters that are most important to them. Staff take time to ensure that children understand what is being communicated to them. This has helped children to build and maintain strong relationships, based on trust, with staff.

The importance of family time is deeply understood by staff. Children are supported to strengthen relationships with significant people in their lives. Managers and staff advocate for children to have more time with their families when this is in their best interests, including progressing to having overnight stays and holidays with their parents. Additionally, children's parents are invited to spend time at the home and are made to feel welcome. One child enjoys their parent cooking their favourite childhood meal at the home.

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

Staff identify, understand and manage children's risks and vulnerabilities. The registered manager ensures that measures taken to keep children safe are agreed and regularly reviewed with relevant professionals. Staff are well informed and receive appropriate guidance about how to maintain each child's safety and wellbeing.

Due to the positive relationships enjoyed between children and staff, children have been helped to find ways to manage difficult emotions. Consequently, the frequency of incidents of children demonstrating their struggles through their behaviour has steadily reduced.

Physical restraint is used only as a last resort to ensure children's safety. The number of incidents that require physical restraint is reducing, as is the length of time that restraint is needed. This is because staff understand the trigger points for each child and consistently follow children's plans. Extensive work is carried out with children and staff after an incident requiring physical restraint. Social stories are used to help children to make sense of the situation. The registered manager's oversight is thorough and encapsulates the principles of restraint reduction.

When safeguarding concerns and allegations are reported to the registered manager, they ensure that relevant professionals are informed without delay. The registered manager makes sure that the required procedures are applied to follow up allegations, and appropriate outcomes are evidenced. Most importantly, the registered manager ensures that reflection and learning is shared between staff and applied after each incident.

## **The effectiveness of leaders and managers: outstanding**

The registered manager is committed to ensuring children's welfare and progress. They are supported by a highly effective responsible individual and the deputy manager. The leadership team is dedicated to ensuring that their values and aspirations for residential childcare are filtered to the staff team. Staff respect and praise the registered manager for their devotion to children and staff. External professionals describe the registered manager as 'inspirational', particularly in relation to the way they advocate for the best outcomes for children.

The registered manager ensures that there are always sufficient staff to meet children's needs and invests in each staff member's development. When learning needs are identified, bespoke tools are used to enhance staff thinking and knowledge. The registered manager puts into practice learning from various research resources. Furthermore, all staff have completed the exceptional range of training that is deemed essential by the home.

Staff supervisions are carried out at agreed intervals. Supervisions are also used as a development tool and are designed to be thought-provoking. The registered manager

tests and challenges staff knowledge by using different safeguarding scenarios that are practical and contextual. There is an open and transparent culture promoted in staff supervisions and group meetings. However, not all staff have received an appraisal within the required timescales, and the views of relevant professionals are not taken into account as a part of the appraisal process. This shortfall does not have a negative impact on children's experiences and progress.

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

### **Recommendation**

- The registered person should ensure that all staff have their performance and fitness to carry out their role formally appraised at least once annually. This appraisal should take into account, where reasonable and practical, the views of other professionals who have worked with the staff member over the year and children in the home's care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.5)

### **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:** 2785041

**Provision sub-type:** Children's home

**Registered provider:** Haven Care Group Limited

**Registered provider address:** Unit 6, Barberry Court, Parkway, Centrum One Hundred, Burton-on-Trent DE14 2UE

**Responsible individual:** Andrew Parker

**Registered manager:** Helen Jackson

## Inspector

Sonata Brisley, Social Care Inspector

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