

# 2791757

Registered provider: Happyhomes Residential Care Ltd

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 provider. It provides care for up to two children who may experience social and emotional difficulties.

At the time of inspection, one child was living in the home. The inspector spoke to the child at this inspection.

The registered manager has been in post since September 2024.

### Inspection dates: 21 and 22 January 2025

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| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| How well children and young people are helped and protected | good |
|-------------------------------------------------------------|------|

|                                           |      |
|-------------------------------------------|------|
| The effectiveness of leaders and managers | good |
|-------------------------------------------|------|

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** not previously inspected

**Overall judgement at last inspection:** not applicable

**Enforcement action since last inspection:** none

## Inspection judgements

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

Staff provide the child with structure, boundaries and consistent, nurturing care that meets their needs. The child benefits from positive relationships with staff, who understand how to support them. The child expressed that they like all the staff and would actively seek them out to spend time with them.

Staff have built positive relationships with the child's family and support the child to spend time with their family, in line with the child's plan. The manager advocates for family time in line with the child's wishes, and has sought professional advocacy services to help the child's voice to be heard. When talking about staff, one parent said, 'They are lovely people, and they are doing their best.'

The child has a keen interest in online gaming, and it can be difficult to direct his time to other activities. Nevertheless, staff use their understanding of the child and relationships with them to make strong efforts to support the child to explore other interests and activities. For example, the child has started to enjoy movie nights at home with the staff.

The child is not yet receiving the hours of education that they are entitled to. However, appropriate tutoring has been sourced, and staff regularly support the child to engage in educational activities. The manager has been proactive in liaising with the appropriate authorities to raise concerns about the child's lack of education provision, which demonstrates her strong commitment to ensuring that the child's needs are met.

The child is consulted with regularly about the care that they receive, and they know that staff listen to their wishes and feelings. Staff support the child to engage in their team meetings, which the child enjoys and provide them with a sense of importance. The child is also supported to engage in their own care planning reviews. One professional said, 'The manager has got [name of child] to attend their meeting; they have never attended before.' However, the child's views are not always recorded in response to consequences and room searches, which may limit the ability for their voice to be heard.

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

When the child goes missing from the home, they experience a well-coordinated response from staff in line with their risk assessments and care plans. Staff act promptly when the child goes missing, and they actively look for the child. The child is further kept safe by staff initiating a multi-agency response when the child goes missing by informing parents and other professionals.

The child's overall safety is enhanced by staff who have a good understanding of the risks posed to the child and how to safely support them. Staff have received training that

is specific to the child's needs, which further supports their knowledge of how to keep the child safer. In addition, the child has been involved in some training sessions relating to his risks, to help him better understand how to keep himself safe.

Staff understand the child's needs and triggers that lead to some challenging behaviours. This knowledge has been gained from the home's detailed assessments and plans, but also from the staff's strong relationships with the child. The child feels that staff keep them safe, and says that they like the staff and have positive interactions with them.

Staff work with the child to help them understand appropriate relationships with others. Staff work in a positive way to help the child to understand a range of boundaries and behavioural expectations, in a sensitive manner. Staff work in partnership with the child to understand their beliefs and views. They support the child to promote a healthier way of thinking to lead to safer behaviours and relationships.

When staff need to physically hold the child, it is proportionate and necessary. Staff have discussions with the manager after a physical restraint of the child, to reflect on their practice. The child is also spoken with following these incidents to explore their feelings. However, some recordings are not clear enough to understand the rationale for the restraint and how the behaviour has escalated. This may make it difficult for staff and the manager to fully reflect on the situation.

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

The manager is ambitious about the quality of care and the experiences that the child receives. She has a child-centred approach, which is reflected across the staff team. The child has a good relationship with the manager, often seeking her out to spend time with her.

The manager values her staff and provides them with consistent leadership and support through regular supervisions. Supervision meetings are conducted in a timely manner and ensure that staff have the opportunities to discuss their needs and reflect on their progress. Furthermore, team meetings are held regularly and are reflective and child focused. These meetings allow the staff an opportunity to engage in collaborative discussions about how they can further develop the service to promote positive care for the child.

Staff say that they feel supported by the manager and say that she is present in the home to support them when needed. The manager's positive influence is reflected across the staff team, resulting in good care for the child.

The manager is a strong advocate for the child and will confidently challenge other professionals to ensure that the child's needs are met. Multi-agency working is embedded in the practice across the home. This helps to ensure that the significant people involved in the child's care are kept informed and have the ability to contribute their expert advice to promote the child's experiences.

Staff receive good-quality training that is specific to the child's needs. This contributes to the staff's knowledge of the child's needs and how best to support them and keep them safer. The child is also encouraged to join some age-appropriate training, such as about first aid, which they have enjoyed.

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

### **Recommendations**

- The registered person should ensure that the child's voice is being recorded through all aspects of their care, particularly in response to consequences and room searches. ('Guide to the Children's Homes Regulations, including the quality standards', page 22, paragraph 4.6)
- The registered person should ensure that records of restraint are clear. In particular, the records must detail the rationale for the use of restraint'. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraph 9.59)

### **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:** 2791757

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

**Registered provider:** Happyhomes Residential Care Ltd

**Registered provider address:** 73 Duke Street, Dartlington, Durham DL3 7SD

**Responsible individual:** Jonathan Broadstock

**Registered manager:** Karen Hodgson-Clark

## Inspectors

Ladean Wilson, Social Care Inspector

Angela Ross, Social Care Inspector

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