

2792482

Registered provider: Home Comforts Services Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private company. It provides care for four children who may experience social and emotional difficulties.

At the time of the inspection, two children were living at the home. Both children spoke to the inspector about their experiences of living at the home.

The manager registered with Ofsted in June 2025.

Inspection date: 22 December 2025

Date of last inspection: 8 April 2025

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector has looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Since the last inspection, one child remains living at the home, and one child has moved in. Careful planning was carried out to ensure that the child's care needs were fully understood before moving in.

The children living at the home said that they can identify adults in the home who they like. Children are making progress from their starting points.

Staff respond appropriately when safeguarding incidents occur. Action is taken to safeguard children. Records of incidents include details of the actions that have been taken and the support provided to children. When there have been shortfalls in practice, the manager has ensured that there has been learning and reflection with the staff team and has taken action to improve the care that children receive. All incidents have been notified to Ofsted as required by regulation.

The manager took prompt action to address shortfalls in staff practice when they did not follow internal fire risk assessments following a child setting a small fire. Meaningful work was carried out with the child following the incident to support them to understand the risks and potential impact of their behaviour. The manager requested support from the fire service to educate the child about this. Staff have received further training, and the home's policy has been updated and shared.

Risk management and behaviour support plans are reviewed on a regular basis. However, staff spoken to were not able to recall all known risks for children. This has had no impact on the children as appropriate action has been taken when concerns do arise.

Partnership working with professionals is a strength of the home. Consequently, there has been a reduction in the number of incidents of one child going missing from home. When the child has gone missing from home, staff have taken appropriate action, including looking for the child and working with professionals and family members to ensure the child's safe return.

Children are registered with relevant health services. When children require additional professional support, this is prioritised. There is an external therapist who visits the home on a regular basis and supports the staff to ensure that the staff's responses are child focused and trauma informed.

Staff have meaningful conversations with children about risks and their emotional wellbeing. Conversations include risks associated with the use of electronic cigarettes, substance misuse and online safety.

Staff work closely with the children's families. When concerns arise, staff communicate with family members to discuss these concerns and to ensure that all risks are understood.

The manager and staff work with the children's placing authority to ensure that professionals around the children are kept informed about what is going on for the children. Both children's social workers are positive about the care and communication from the team, and the support provided when there have been incidents.

Consequences are restorative in nature and provide the children with helpful learning opportunities.

The home is clean and tidy and there is sufficient space for the children who live there. However, not all staff were clear on the home's fire procedure.

There have been changes in the leadership of the home since the last inspection, and there is a new responsible individual and deputy manager. The manager is child centred and enthusiastic.

Staff receive formal reflective supervision of their practice. This enables them to reflect on the children and their role.

Staff have completed training on the home's therapeutic model, fire safety and knife crime. This increases staff's knowledge and understanding of how to meet children's needs. The manager has acknowledged the need for additional training on recording and reporting, and plans are in place for this to take place.

Leaders and managers have taken steps to improve their monitoring and oversight of practice in the home. However, these are not yet fully embedded into practice.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/04/2025	Full	Requires improvement to be good
10/12/2024	Full	Good

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi)(b)) Specifically, leaders and managers must ensure that all staff know all known risks. Leaders and managers must ensure that the fire procedures are clear to all staff.	27 February 2026

This requirement was made at the last inspection and is restated.	
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— ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home's workforce provides continuity of care to each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(c)(e)(f)(h)) Specifically, the registered person must ensure that internal and external systems are embedded to monitor and improve practice, and systems are used to improve the progress and experience of children. The registered person must ensure that training on recording and reporting is undertaken. This requirement was made at the last inspection and is restated.	27 February 2026

Children's home details

Unique reference number: 2792482

Provision sub-type: Children's home

Registered provider: Home Comforts Services Limited

Registered provider address: Unit F Whiteacres, Cambridge Road, Leicestershire
LE8 6ZG

Responsible individual: Amy Mullard

Registered manager: Chantelle Doxey

Inspector

Michelle Snape, Social Care Inspector

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