

2792609

Registered provider: Hatch Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private provider. The home provides care for one child with social or emotional difficulties.

A manager has been appointed but is not yet registered.

This is the home's first inspection since it was registered in November 2024. One child was living at the home at the time of the inspection. The child was spoken to during the inspection.

Inspectors were aware during this inspection that serious child protection allegations were being investigated by the appropriate authorities. While Ofsted does not have the power to investigate allegations of this kind, actions taken by the setting in response to the allegations(s) were considered (where appropriate) alongside other evidence available at the time of the inspection to inform inspector's judgements.

Inspection dates: 20 and 21 May 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	good
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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: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

Since registration, one child moved into the home. During the inspection, the child spent time with the inspector.

The child has excellent relationships with staff. The staff are caring, playful and kind. The child and staff enjoyed karaoke singing during the inspection. The child has made origami hearts for all of the staff, and these are displayed in the home. Staff have built trusting relationships with the child.

A parent is impressed with the level of care the child receives. The parent said, 'My child has really turned a corner and is so happy now.' The manager and staff promote time with family. The child spends time with family and this is important to them. The manager listened to the child and has advocated for the child to increase the amount of time they can spend with them.

The child said they have input into decisions about their care and that staff listen to them. The child has a good relationship with an independent advocate. The advocate visits the child regularly and the child's views are well considered.

The child had a long period out of formal education before moving to the home. The staff have found creative ways to educate the child. The child has been volunteering at a farm twice a week, going on educational trips and learning independence skills. During the inspection, the child began tuition at the home. Staff will support the child to complete tuition sessions until the child is ready to attend education.

The child takes part in a range of activities, including swimming, day trips, visits to parks and activities at the home, such as arts and crafts. The staff have encouraged the child to be part of the local community. The child has volunteered in the local community hub and donated food hampers for homeless people. The child benefits from these fun, valuable and enriching experiences.

Staff support the child to explore different cultures. On one occasion, the child enjoyed dressing in traditional clothing and attended the local restaurant with staff. Staff help the child to have an understanding and acceptance of different cultures.

The child's move into the home was well planned. Children and families met staff and visited the home before the child moved in. Children and families are included in the planning, helping them to feel reassured.

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

The child is safeguarded and feels safe at the home. The manager has ensured that the staff have appropriate training.

The manager ensures that allegations made by the child are investigated promptly and that the child is kept safe. The manager informs relevant professionals about allegations. Working in a multi-agency way helps keep the child safe.

Effective protocols give good guidance to staff on managing incidents of the child going missing from the home. Staff manage incidents well and with sensitivity. Staff always welcome the child back to the home and ensure that the child receives an independent return home interview. There has been an overall reduction in the length of duration of these incidents.

The manager works with other agencies to safeguard the child. The child has engaged with staff to understand the risks relating to exploitation, understand safe relationships, recognise risks and implement safety strategies. An external professional has been identified to work with the child to help further educate them to understand and reduce risks.

On one occasion, staff have not followed the home's safeguarding protocols. The responsible individual has responded by creating a thorough action plan to include additional staff training, mentoring and monitoring to reduce the likelihood of reoccurrence. Being open to learning from incidents helps to ensure that safeguarding approaches are effective.

The child has been held by staff. On one occasion, the manager did not ensure that staff with appropriate training were supporting the child. On another occasion, the use of the hold was not necessary and the child was not harmed. The manager completed a debrief, but did not reflect on the shift planning appropriately. Most of the staff now have the appropriate training and training is planned for two staff members that require it.

The child has a detailed and individualised behaviour support plan. Generally, the staff implement the plan well. However, on two occasions, staff have not implemented the plan or guidance from the manager. On one of these occasions, it led to a physical hold. The hold would have likely been avoided had the plan been followed.

The effectiveness of leaders and managers: good

The manager is in the process of registering with Ofsted. She was not present during the inspection. Another manager and an experienced responsible individual are overseeing the home in her absence. The manager already knew the child and staff, and has ensured stability and consistency in the home.

The manager has ensured that the staff have accessed specific training to enable them to meet the child's individual needs. The training is predominantly provided by the in-house training manager. Staff said that they have a good understanding of the child's needs due to the thorough training provided. Staff either have a relevant level 3 diploma or are working towards the qualification within agreed timescales.

The staff and manager benefit from input from a psychologist to help them understand the child's past trauma. The psychologist helps staff to implement helpful strategies to support the child. The psychologist also provides a safe space for staff to process their feelings following challenging incidents.

Staff said that they feel valued and respected by the manager. Staff have good-quality and regular supervision. The manager supports staff and, in addition, they have access to clinical supervision. This support helps to create a stable and resilient staff team that can provide good care for the child.

A social worker is impressed with the care provided by the manager and staff. She said the care is 'second to none', that staff really care about the child and the manager is excellent.

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 registered person must prepare and implement a policy ("the behaviour management policy") which sets out— the measures of control, discipline and restraint which may be used in relation to children in the home. The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— details of any methods used or steps taken to avoid the need to use the measure; the effectiveness and any consequences of the use of the measure. (Regulation 35 (1)(b) (3)(a)(v)(vii)) In particular, ensure that staff follow the home's behaviour support plan and manager's guidance, to reduce the likeliness of unwanted behaviour. Also, ensure that staff who hold children have appropriate training and that shifts are planned so that trained staff are always available.	22 July 2025

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: 2792609

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: Post vacant

Inspector

Amy Miles, Social Care Inspector

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