

2798556

Registered provider: Brighter Stays Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private company and provides care for up to 2 children who may have experience of trauma and social and emotional difficulties.

The manager of the home registered with Ofsted on 3 January 2025.

Inspection dates: 21 and 22 April 2026

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: 1 April 2025

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
01/04/2025	Full	Requires improvement to be good

Summary of findings

Children have positive experiences at this home. They form warm bonds with staff. Children are making progress in education and learning new skills. Staff keep children safe. They provide children with consistent routines and boundaries, helping their engagement with education.

A new responsible individual has been appointed, strengthening the quality of support provided to managers. The home is sufficiently staffed with a permanent workforce. Feedback from professionals is unanimously positive.

Shortfalls identified are in behaviour management. Debriefs for staff and children are not completed by an impartial person, reducing transparency. Managers do not always quickly review the use of consequences.

Inspection judgements

Overall experiences and progress of children and young people: good

Two children were living at this home at the time of the inspection. Since the last inspection, 2 children moved in and 2 children have moved out. One child returned to the care of their parent, and another child moved to supported accommodation in line with their local authority care plan.

Children feel happy living at this home. They have trusting relationships with staff and feel safe. Staff spend good-quality time with children. The interactions between staff and children are warm, helping them to feel settled.

Staff support regular school attendance by maintaining consistent routines for children. One child has achieved expected progress in maths and English. Staff promote children's aspirations. The newest child aspires to be an engineer. Staff quickly identified an apprenticeship course for them in line with their career choice. This helps children to feel valued and engage with education.

Children participate in enjoyable activities that broaden their social experiences. Staff arrange activities such as swimming, trampolining, bike rides, go-carting and visits to the cinema. The children have experienced holidays with their families and staff, which they have enjoyed.

Staff respect children's cultural backgrounds and identity. Staff provide children with diets that reflect their cultural upbringing and preferences. Staff support children to explore their faith and religious beliefs at the home and in the community. Children regularly spend time with their families, and staff welcome visits to the home. This enhances children's sense of belonging and identity.

Children are well prepared for their futures. Staff help children to learn independence skills such as cooking, shopping and safety in the community. Tasks such as going into the community unsupported are broken down into stages, helping children to develop their confidence.

Children are cared for in a warm and cosy environment, with ample space for them to spend time together and individually. Children's bedrooms reflect their tastes and preferences.

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

Children have dynamic risk assessments to reflect their current situations. The staff offer children individualised care. Staff consult the home's therapist on strategies to support children and work closely with other professionals. Consequently, incidents are reducing and children are safer. For example, one child who was frequently missing from home has not left the home without adult permission.

Children experience consistent care and clear boundaries from staff who know them well. Staff use a nurturing and therapeutically informed approach. One child has sessions with the home's therapist to help them understand their emotional journey. Staff also provide structure and diversion activities for one child. This has helped to reduce the child's involvement in criminal activity and has improved their safety.

Managers respond appropriately to concerns in staff practice. They keep children safe and quickly notify relevant professionals, such as local authority designated officers (LADOs) and children's social workers. Managers complete internal investigations as guided by the LADO, and any practice concerns are addressed with staff.

Staff support children to calm down. However, when this has not been effective, staff have used restraint with clear rationale. However, children are spoken to by the staff involved in the restraint, limiting opportunities for children to express themselves freely. In one incident, the manager and the deputy manager were both involved in a restraint along with other staff. They completed the debriefs and management analysis. This practice does not allow independent scrutiny and reduces transparency.

Staff use consequences that are natural following incidents. They have restorative conversations with children. However, management team does not always quickly review the use of these consequences. Opportunities to reinforce good practice or address the use of inappropriate measures are missed.

The effectiveness of leaders and managers: good

The manager is suitably experienced and working towards the relevant qualification. She is supported by the deputy manager. Since the last inspection, a permanent responsible individual has been appointed, offering consistent oversight. This has helped to improve the support offered to managers and engagement with stakeholders.

The home is sufficiently staffed by a permanent workforce. There is no use of agency staff. Staff have positive morale, and they feel valued and supported through regular supervision sessions. Consequently, children receive continuity of care and achieve a sense of stability.

Professionals indicate that there are positive and effective relationships with the manager and staff team. Professionals receive regular updates and say that communication is good. The manager advocates for children, ensuring children access the services they are entitled to. For example, the manager ensured one of the children secured a school place after a short period of moving into the home. The manager advocated for child and adolescent mental health services involvement for one child.

The manager leads a culture of learning. The manager has reflected on strategies to improve relations with neighbours while prioritising children's needs. The manager and staff reflect on endings for children and identify learning to improve practice. The manager has met the one requirement and 3 of the recommendations from the last inspection. One recommendation is restated.

Staff attend the organisation's mandatory training. Since the last inspection, staff have completed additional trainings, such as diabetes management and substance-misuse training, to better understand children's needs. There are plans for staff to attend further training on neurodiversity. However, the staff did not complete a specific training related to a child's needs before the child was admitted.

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 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— the effectiveness and any consequences of the use of the measure; within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and has signed the record to confirm it is accurate; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (1)(a)(vii)(b)(i)(ii)(c)) In particular, staff and children must be provided with an opportunity to speak to an impartial person not involved in the restraint.	19 May 2026

Recommendation

- The registered person should ensure that staff can access appropriate facilities and resources to support their training needs. In particular, ensure that all staff have contextual safeguarding, including child criminal exploitation and gang involvement training. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)

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: 2798556

Provision sub-type: Children's home

Registered provider: Brighter Stays Limited

Registered provider address: Bradshaw Johnson Chartered Accountants, 11 Bancroft, Hitchin SG5 1JQ

Responsible individual: Matthew Gorvin

Registered manager: Elizabeth Chisanga

Inspector

Priscilla Koroka, Social Care Inspector

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