

2805569

Registered provider: Skylight 21 Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is operated by a private organisation. It provides care for up to three children with emotional and social difficulties.

The manager has applied to register with Ofsted.

At the time of the inspection, two children were living at the home. Inspectors saw both children and spoke to one child.

Inspection dates: 18 and 19 March 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	requires improvement to be good
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The effectiveness of leaders and managers	good
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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

This was the home's first inspection. Staff provide a clean home. It is decorated and furnished to a high standard, creating a comfortable home for children to live in. Staff have listened to children and gained their views on how they would like their bedroom decorated. Photos of the children are on display, and a child has been able to bring their pet rat with them when they moved in. This provides children with a sense of belonging.

Staff encourage children to exercise regularly by going on bike rides, going to the gym and accessing local play centres. Staff are converting the garage into a gym for the children to use. Staff speak to children often, developing positive supportive relationships, which encourages children to talk about their worries with a trusted adult. Staff help children to access specialist support if needed. One child has been supported to self-refer to specialist mental health services.

Staff encourage children to attend education. Staff work closely with education professionals to ensure that education is maintained. Staff are supporting a child to integrate back into school, and another child is being helped to move schools. Staff advocate for all children to ensure that plans for education meet the child's needs and take account of the child's wishes and feelings.

Staff seek the wishes and feelings of children. Staff facilitate weekly meetings with children. The manager displays the changes made based on children's feedback using 'you said, we did'. There is a 'grumble' box where children can anonymously share any grumbles they have. The manager monitors the grumble box. The children know how to make a complaint, and when they do, staff take this seriously. Children do not have access to independent advocacy should they want this.

Staff ensure that children see people who are important to them. This takes place both at home and in the community. This means children maintain relationships with those who are important to them. Staff communicate well with children's families, with detailed weekly reports provided to parents where appropriate. Staff encourage children to socialise with peers their own age, and children's friends are welcomed into the home. This helps children to develop and maintain a positive sense of identity.

How well children and young people are helped and protected: requires improvement to be good

Staff understand children's needs and associated risks. They have knowledge of the children's individual support plans. Staff have created detailed positive behaviour support plans that provide clear strategies to promote positive behaviour. These

plans help to reduce the need for staff to hold children for their safety or that of others.

Staff use natural and logical consequences when managing behaviour. They do not always explain the reasons for the use of consequences to children. This means consequences are not always restorative.

Staff work well with professionals and children's family members. There is positive feedback around communication, which supports good multi-agency working. Staff have completed training and some training that is specific to children's needs. To keep children safe, staff sometimes search children's bedrooms or belongings. Staff do not always seek children's consent prior to a search or always inform children of the search in a timely way.

Managers have not recruited staff in accordance with safeguarding policies and procedures. Managers have not completed overseas checks when required. References from previous employers where a person has worked with children or vulnerable adults have not been sought. Managers have not recognised the need to implement risk management plans when appointing a person where there is cause for concern regarding their suitability.

The manager has not ensured relevant safeguarding actions are completed when there have been concerns about a child's welfare. Staff have not raised concerns in a timely way when they are concerned about the care provided to children, causing delay in keeping children safe. When staff have raised concerns, managers have not identified this as whistle-blowing and have not followed the relevant procedures.

The effectiveness of leaders and managers: good

The registered manager's post is vacant. The applicant manager has previous experience that supports them in their role. The manager leads the staff team by reflecting the ethos and therapeutic approach detailed in the statement of purpose. The manager feels well supported by the responsible individual, and staff feel supported by the manager.

The manager provides staff with regular supervision that is reflective, includes consideration of therapeutic approaches and children's needs and has clear actions and outcomes. The manager leads team meetings in the same way, and staff can reflect as a group on the care provided to children and how best to meet their needs. Staff have been able to complete training that is child-specific and can talk about what they have learned together as a group.

There is adequate staff with two vacancies within leadership roles. The manager has started recruitment processes for these posts and is including children in the recruitment process. The manager has plans to recruit staff to these vacancies who have skills and qualities that will complement the current staff team and offer children a diverse staff team to care for them. The manager offers a full induction

package when new staff start and reviews the probation period of staff regularly. The manager seeks feedback from staff and children to feed into a review of each staff member's probation period.

The manager monitors care provided to children through observation, feedback from others, complaints and evaluation of staff record-keeping. The manager uses any lessons learned to make improvements. For example, the manager reviewed and amended an e-safety document following a complaint from a child. The manager includes children in recognising good practice of staff by nominating a person for staff member of the month.

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

Statutory requirements

This section sets out the actions that the registered person 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.

Requirements	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— 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; and are familiar with, and act in accordance with, the home's child protection policies; 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; that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(i)(iii)(v)(vi)(vii)(b)(e))	10 June 2025
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; or if an individual is employed by a person other than the registered person to work at the home in a position in which the	10 June 2025

individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3).

The requirements are that—

full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a)(b) (3)(a)(d))

Recommendations

- The registered person should ensure that any consequences used to address poor behaviour are restorative in nature, to help children recognise the impact of their behaviour on themselves, other children, the staff caring for them and the wider community. ('Guide to the Children's Homes Regulations, including the quality standards', page 46, paragraph 9.38)
- The registered person should ensure that children must have access to appropriate advocacy support, and where possible, this should be provided by a person that the child chooses. Looked-after children are entitled to an independent advocate to advise them and ensure they have the support needed to express their views, wishes and feelings about their care and lives. ('Guide to the Children's Homes Regulations, including the quality standards', page 23, paragraph 4.16)

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: 2805569

Provision sub-type: Children's home

Registered provider: Skylight 21 Homes Ltd

Registered provider address: 144 New Walk, Leicester, Leicestershire LE1 7JA

Responsible individual: Jilly Roberts

Registered manager: Post vacant

Inspectors

Laura Copus, Social Care Inspector

Chloe Harvey, Social Care Inspector

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