

2808171

Registered provider: Haven Support Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and provides care for up to two children who may experience social and emotional difficulties.

At the time of the inspection, one child was living at the home.

The manager is registered with Ofsted.

Inspection dates: 24 and 25 June 2025

Overall experiences and progress of children and young people, taking into account	good
---	-------------

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: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

As part of the inspection, the inspector spoke with the child living at the home.

The child is cared for by staff who are attuned to their needs. The child has developed some strong relationships with staff and the manager in the home.

The home is well presented, and any damage or wear is quickly remedied. The home reflects the child's likes and preferences. The child enjoys home-cooked meals with staff and tries many foods from different cultures. This love of food and sharing it with others fosters relationships between the child and the staff and expands the child's knowledge of different cultures and countries.

Staff and managers encourage the child to express their views and participate in discussions and decisions about their care. Staff understand the child's views, and the manager facilitates the child's access to an independent advocate.

Staff meet the child's physical health needs and facilitate their access to universal and specialist services. The manager is working with the relevant agencies to support the child's emotional well-being and to ensure a review of previously prescribed medication.

Staff encourage the child to spend time with people who are important to them and support them in exploring this. The child enjoys a wide range of activities with staff and takes part in clubs and groups. This is consistent with the child's wishes and promotes their physical and emotional well-being, as well as opportunities to interact with other children.

The child's current education provision is not sufficient and does not meet their needs. The manager is working with other agencies that are involved to progress this. Systems are not yet in place to help the child reach their potential.

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

Staff and managers understand the importance of good relationships with the child. Open communication and trust help the child stay safer. Staff understand when the child may need additional support, and they respond accordingly. The child likes where they live and the people who care for them.

Staff have devised detailed written plans for the child, which are regularly updated. Staff understand the child's needs and vulnerabilities and how to help keep them safer. The staff have regular meaningful conversations with the child, which help them understand the child's views about their care.

Staff and managers communicate with external agencies and family members to understand and reduce the child's identified risks. External agencies and the child's parent describe the quality of staff communication as 'good'. For example, when the child was missing from home, the manager and staff worked endlessly to keep in contact with the child and to look for them, and updates were communicated between agencies and family. This information-sharing facilitated a more effective search for the child.

Staff at the home receive training that is specific to the child's needs. Before the child moved into the home, the manager gathered sufficient information to ensure that staff could meet their needs and keep them safe.

Systems are not yet in place to ensure that all consequences used in the home are recorded accurately. This affects the manager's ability to ensure consistency and proportionality in the approach. The manager has not reviewed these processes to see if they work or not.

Some significant incidents have not been notified to Ofsted in a timely manner.

The effectiveness of leaders and managers: good

The manager is enthusiastic and aspirational for the child. The sense of pride the manager has for the child and the progress they have made is evident.

Staff speak highly of the manager and feel supported. Supervision sessions take place regularly, along with team meetings, and there is a clear induction programme for new staff into the home.

The manager reflects on the areas where the staff team can further develop and has been working with senior leaders to permanently recruit more experienced and qualified staff.

The manager and responsible individual have carried out a thorough review of the placement for a child who previously came to live at the home. This child moved out of the home after a short time when serious incidents increased, and the child did not want to stay in the area. Learning from this review has informed planning for the child who has since moved to the home. The manager understands the importance of obtaining sufficient information to ensure that the staff team has the skills and training to meet the child's needs.

The manager ensures that any concerns or complaints raised by the child are addressed, which helps reduce significant incidents. The child feels that their views are heard and responded to.

While the manager has systems in place to ensure that safer recruitment processes are followed, some shortfalls were identified during the inspection.

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 notify HMCI and each other relevant person without delay if— an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there; there is any other incident relating to a child which the registered person considers to be serious. A notification made under this regulation— must include details of— the matter; the other persons, bodies or organisations (if any) who or which have been notified; and any actions taken by the registered person as a result of the matter; must be made or confirmed in writing. (Regulation 40 (4)(b)(c) (5)(a)(i)(ii)(iii)(b)) This specifically relates to the registered person ensuring that any matters outlined in Regulation 40 are promptly reported to Ofsted.	2 August 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	2 August 2025

if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home,

if the individual satisfies the requirements in paragraph (3).

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)(d))

This specifically relates to the registered person ensuring that any gaps in employment are explored, any references are verified in line with company policy, and any required risk assessments relating to staff employment are carried out.

Recommendations

- The registered person should ensure that all incidents of control, discipline and restraint are subject to systems of regular scrutiny to ensure that their use is fair and the principles as set out in 9.35 are respected. ('Guide to the Children's Homes Regulations, including the quality standards', page 28, paragraph 9.36)
- The registered person should ensure that children are in full-time education while they are of compulsory school age, unless their personal education plan in the care plan or other relevant plan states otherwise. The home must aim to support full-time attendance at school unless the child's relevant plan indicates it is not in their best interests. ('Guide to the Children's Homes Regulations, including the quality standards', page 28, paragraph 5.14)

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: 2808171

Provision sub-type: Children's home

Registered provider: Haven Support Limited

Registered provider address: 53 Fox Hollow, Oadby, Leicester LE2 4QY

Responsible individual: Tosin Olufemi

Registered manager: Thandolwenkosi Moyo

Inspector

Caroline Hose, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2025