

2808487

Registered provider: Heartful Care Home Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a private company and provides care for up to five children who experience social and emotional difficulties. At the time of this inspection, two children were living in the home and spoke with the inspector.

The manager and the home have been registered with Ofsted since January 2025.

Inspection dates: 22 to 23 July 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

The process of children moving into the home is managed meticulously. Leaders and managers demonstrate a strong understanding of each child's needs through robust assessments and effective information gathering. Children are actively involved in the process, with opportunities to visit the home, meet staff, and personalise their bedrooms prior to moving in. Collaborative working between the home's manager, the responsible individual, previous carers, and external professionals ensures a smooth and reassuring transition for children. These well-planned introductions help children to feel valued, supported, and involved during a time of uncertainty.

Staff build warm, trusting relationships with children, founded on consistency, nurture and respect. Interactions between staff and children are caring and supportive. The team's diverse range of ages and experiences provides children with a variety of positive role models, helping them to feel safe and secure. This strong sense of emotional safety enables children to make progress in other areas of their lives, such as attending school, engaging in new activities, and developing healthier ways to manage their emotions.

The voice of the child is actively sought and valued. Staff use a range of creative and engaging methods to capture children's views, wishes and feelings, which are consistently used to inform all aspects of their care planning. Children are encouraged to participate in activities that help them express themselves in ways that feel natural and comfortable. This approach enables children to contribute meaningfully to decisions about their lives and supports staff to better understand and meet their individual needs.

Children make good progress in their education. They attend school regularly and are achieving well. This is particularly significant for one child, who had not been engaging in education prior to moving into the home, but who has since undertaken their GCSEs and applied to college. Staff provide consistent encouragement and support, which has helped to re-establish routines and promote a positive attitude towards learning. As a result, children are developing confidence in their abilities and making meaningful progress.

The home is spacious and provides ample room for children to spend time both together and independently. While the size and layout of the home can give an institutional feel, staff make clear efforts to create a welcoming and homely environment. The home is decorated with personal touches, including photographs of the children and a calendar of important dates, such as birthdays and special occasions, which reflect a sense of belonging and family. However, the overall quality of the décor is inconsistent, and some areas require redecoration. Leaders are aware of this and have a development plan in place to address it. Despite this, the environment remains warm and child-focused, supporting children's emotional well-being and sense of security.

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

Staff are trained in a therapeutic model, which they apply effectively in their day-to-day practice. This enhances the quality of care and supports children's emotional and behavioural development. Risk assessments are detailed and regularly reviewed in collaboration with the wider professional network, ensuring a holistic and well-informed approach to safeguarding. These combined strategies contribute to a safe and supportive environment where children's individual needs are well understood and consistently met.

Safeguarding arrangements are effective. Staff have a clear understanding of their safeguarding responsibilities and demonstrate vigilance in identifying and responding to concerns. There have been very few safeguarding incidents in the home. When incidents do occur, the manager and staff respond appropriately and follow the correct safeguarding procedures to ensure that children are kept safe.

When children display behaviours of concern, staff respond with sensitivity and a clear understanding of each child's individual needs. They take time to explore the child's feelings and help them make sense of their emotions in a calm and supportive way. This reflective approach enables children to develop a better understanding of the difficult feelings and emotions they are experiencing, with the aim of helping them find more constructive ways to manage their behaviour.

Staff promote positive behaviour through strategies such as behaviour charts and a reward token system. Children are praised for their achievements, and their successes are celebrated. This approach helps children to feel recognised and motivated. When consequences are necessary, they are proportionate and used as learning opportunities. Staff support children to reflect on their actions in a calm and constructive way, helping them to understand that making mistakes is part of learning and growth. This promotes emotional resilience and supports children in developing safer decision-making skills.

The manager responds promptly and appropriately to allegations and complaints, ensuring that information is swiftly shared with relevant professionals to safeguard children. This proactive approach not only protects children from harm but also helps them feel safe and secure in their environment. Children are kept informed of the steps being taken and are supported to understand the reasons behind these actions. This transparent and sensitive approach reinforces children's trust and sense of safety.

Room searches are carried out appropriately and only when necessary to ensure children's safety. Staff follow clear procedures and demonstrate sensitivity when conducting searches. Children are fully informed of the reasons for the search, and their views and feelings are taken into account. This approach helps to maintain trust and reinforces the home's commitment to safeguarding, while also supporting children's emotional well-being.

The effectiveness of leaders and managers: good

Leaders are passionate and committed to ensuring that children have positive experiences and achieve good outcomes. The manager maintains a strong and visible presence within the home, is child-focused, and demonstrates a clear dedication to delivering high-quality care. She knows the children well and is child-centred in her approach. Through consistent and nurturing engagement, the manager has built trusting relationships with the children, helping them to feel secure and develop a strong sense of belonging.

The manager is a strong advocate for children and takes decisive action when their progress or safety is at risk. She works effectively with external professionals to ensure that concerns are addressed swiftly. As a result, interventions are timely, and children are safeguarded.

Management monitoring and oversight of the home are robust and effective. The manager has developed monitoring systems that allow her to identify patterns and trends in children's behaviour. As a result, she can effectively review the quality of care provided and make positive changes where needed. This has been successful in identifying areas for improvement, while also recognising and celebrating successes. The hard work of the staff team is acknowledged, and expressions of gratitude help staff feel valued. This approach ensures that improvements are continually made to enhance children's lived experiences.

Team meetings are held regularly and are well attended by staff. These meetings provide a valuable forum for communication, collaboration and reflective practice. They support the delivery of high-quality care by promoting consistency, safeguarding awareness and professional development. Staff are encouraged to share ideas and reflect on challenges, fostering a culture of openness and continuous improvement. The meetings also recognise and celebrate the hard work and dedication of the team, contributing to high morale and a positive working environment, even during periods of challenge.

Staff feedback is heartening. They feel supported by the manager and the therapeutic team. Staff work well together and benefit from regular supervision and training. A culture of reflective practice is embedded throughout team interactions and meetings, and staff feel confident in sharing their ideas to help improve the care provided to children. One staff member said, 'This home is more than just a workplace or a service. It's a thriving, caring community built on trust, teamwork and a shared commitment to making a difference.'

Information about this inspection

The inspector has 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: 2808487

Provision sub-type: Children's home

Registered provider: Heartful Care Home Limited

Responsible individual: Salma Shaheen

Registered manager: Phillipa-Anne Maher

Inspector

Tonia Dubidat, Social Care Inspector

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