

1236625

Registered provider: Happy Group (UK) Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private provider. It is registered to provide care for up to three children who experience social and emotional difficulties.

The manager is registered with Ofsted and is suitably qualified and experienced. They were present during this visit.

Children were seen during this visit and were given opportunities to contribute their views.

Inspection date: 14 February 2023

Date of last inspection: 4 October 2022

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

The care of children

Children are making progress, particularly around their emotional health and well-being. Staff build positive and trusting relationships with the children. Because of this, children are more settled. Children are helped to express themselves when they are worried or upset and are provided with support to help them manage their emotions. This leads to a reduction in incidents.

Staff know the children well and understand their individual needs and how best to support them. Additional support has been offered and accessed to help children emotionally.

Staff promote and support education and work with schools and tutors. This has started to improve children's engagement.

Children have a clear voice and staff ensure that their views are captured. Children also have access to an advocate. Staff enable children to contribute to their care planning, which means that children are aware of their own progress.

The safety of children

Children benefit from improved risk management and safety planning and are safer. For example, there are reduced incidents of children going missing from the home. This is partly due to an improved multi-agency approach.

Risk assessments and support plans are individual to the child. They are regularly reviewed and updated. They contain clear guidance on how best to support children and reduce risks. Children are consulted with and contribute to their plans. This helps children to understand the impact of their behaviour and how staff will support them.

Incidents are infrequent. When they do occur, they are well managed. The manager carries out debriefs and lessons learned with staff to help them to reflect on their working practices. This supports staff to develop their understanding of behaviour management and how best to support children. Staff carry out debriefs with children and talk to them about better ways of communicating if they are upset or angry.

The effectiveness of leaders and managers

Management oversight has improved as the manager has implemented a range of systems and strategies to support with monitoring and quality assurance. The

management team provides strong leadership and is creating a child-centred and therapeutic culture and ethos. The manager has a development plan in place to further drive improvement.

Staff feel well supported and benefit from regular supervision and team meetings. Staff have completed a wide range of training, and further face-to-face workshops and training are planned to further develop knowledge and skills. A recent development day provided staff with clear guidance around recording information, care planning and the home's development plan. As a result, staff are clearer about the expectations of their roles. Children's plans have also been reviewed to ensure that they are current and relevant.

The manager has responded positively to the requirements from the last inspection and made a series of improvements. As a result, all previous requirements have been met. The manager is passionate about her role and has high expectations of the team and in providing children with opportunities to succeed.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/10/2022	Full	Requires improvement to be good
11/05/2021	Full	Good
18/12/2019	Full	Requires improvement to be good
29/10/2019	Full	Inadequate

Children's home details

Unique reference number: 1236625

Provision sub-type: Children's home

Registered provider: Happy Group (UK) Limited

Registered provider address: West Walk House, 99 Princess Road East, Leicester, Leicestershire LE1 7LF

Responsible individual: Ranjit Bains

Registered manager: Lucille Amoo

Inspector

Sarah Orriss, Social Care Inspector

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