

# 1236625

Registered provider: Happy Group (UK) Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is owned by a small provider and is registered to care for up to three children with social and emotional needs.

The manager is registered with Ofsted and is suitably experienced.

### Inspection dates: 30 to 31 January 2024

**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:** 4 October 2022

**Overall judgement at last inspection:** requires improvement to be good

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
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

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

The home is warm and welcoming. Children are visible in the communal areas, and children and staff have positive relationships. As a result, the atmosphere in the home supports children to feel highly valued, and they are settled in the home.

The children who live here have all made good progress. This is because the staff have provided children with consistent and nurturing care.

Children's views about which friends and family they would like to stay in touch with are given good consideration. Staff work well with people who are important to the children, and they support the children to socialise with their peers in the community. Staff understand and appreciate the importance of maintaining important relationships for children, and they promote planned and impromptu events.

Children decide what activities they would like to take part in. They are supported to try new activities that can enhance their life experiences. Staff capture precious moments of children doing activities in a memory book designed for each child. This allows them to keep these special memories for the future.

Communicating with children's families is a strength in this home. Parents are provided with weekly updates of their child's progress. This means that approaches to care are understood by all and ensures that there is consistency in care when children have family contact.

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

Staff understand the children's risks and vulnerabilities. One child moved into the home with complex risks. They have engaged well with staff and made good progress with recognising their own risks. Staff quickly recognise changes in children's behaviours that may trigger any concern, and they react swiftly.

Safeguarding practice is good. Staff understand their responsibilities, which helps keep children safe. Communication with social workers and placing authorities is good. One social worker was complimentary about the home and informed the inspector that a child 'has settled well in the home' because of the positive atmosphere.

Children rarely go missing from this home. During the inspection, managers became aware that one child had left their educational placement. There was a good, coordinated response, and staff were able to locate and speak to the child in the community. This is because children have built secure attachments with staff and risk management plans are known and implemented by staff. This helps to keep the children safe.

Thorough recruitment processes are followed to ensure that only those adults who have been assessed as safe to work with children are employed to work in the home.

### **The effectiveness of leaders and managers: good**

Managers and leaders have ensured that good progress has been made since the last full inspection.

The registered manager and deputy have naturally high expectations of themselves and their team. They work well together and lead by example. They are both child centred and have a calm and relaxed approach with the children and staff.

There is good multi-agency working with other professionals, who report that the manager and staff are very good advocates for the children. Observations and discussions with staff evidence that they are well supported and are positive about their roles. A staff member was extremely positive about the manager and described her as supportive, saying that she encourages them to develop their skills.

Matching processes in the home are thorough. The management team considers children's experiences and backgrounds, alongside the skills of the staff team, before any children are admitted.

Staff receive regular supervision, which they find helpful. However the quality of the recording does not evidence that staff are being encouraged to reflect on their practice to support their development. Leaders' and managers' monitoring and recording of the quality of practice are not always sufficiently robust or used to support continuous improvement. The manager, however, is open to learning from feedback and committed to acting on any recommendations.

## 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
<p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children’s home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h))</p> <p>This specifically refers to ensuring that robust quality assurance and monitoring systems are in place, used regularly and records made.</p>	<p>26 April 2024</p>

## 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:** 1236625

**Provision sub-type:** Children's home

**Registered provider:** Happy Group (UK) Ltd

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

**Responsible individual:** Ranjit Bains

**Registered manager:** Lucille Amoo

## Inspector

Corline Parker, 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](mailto: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](http://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](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at <http://reports.ofsted.gov.uk/>.

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](mailto:enquiries@ofsted.gov.uk)  
W: [www.gov.uk/ofsted](http://www.gov.uk/ofsted)

© Crown copyright 2024