

# 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 private 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.

One child was living at the home at the time of this inspection.

### Inspection dates: 19 and 20 June 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:** 30 January 2024

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/01/2024	Full	Good
04/10/2022	Full	Requires improvement to be good
11/05/2021	Full	Good
18/12/2019	Full	Requires improvement to be good

## Inspection judgements

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

Staff are skilled at sensitively building positive relationships with children. Staff work with partners to seek to understand children's histories and lived experiences. The team delivers nurturing, trauma-informed care.

Children have a good record of participating in education. One child has recently taken exams and is in the process of applying to college. Staff ensure they are aware of information in children's personal education plans and education, health and care plans to support children to make progress. Staff are aspirational for children and celebrate achievements.

Children's health is improving because of better sleep and diet routines. They are supported to attend health appointments. Children are appropriately referred to specialist services, such as those for reducing substance misuse and child and adolescent mental health services.

Children are consulted with about their daily care arrangements and their plans. They are encouraged and supported to try new interests, to continue with hobbies and to choose activities. Staff undertake individual direct work that encourages children to share their preferences, views and wishes. There has been effective work with children regarding their identity, heritage and meeting their cultural needs.

Staff listen to and act on children's views. One social worker said that staff had advocated effectively with school leaders on behalf of a child. This resulted in the child returning to school. One child said he would give the home staff '10 out of 10 because they listen and follow things up'.

One child has moved on from the home in a planned way. Planning meetings included the child's views and wishes. There was effective communication between the placing local authority, the new placement and home staff to support the child to settle in their new home.

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

Staff work well with each child's team around the child to know and understand children's risks, behaviours and vulnerabilities. There are detailed risk assessments and behaviour management plans in place for each child. They are reviewed and updated if there is a new incident and/or new information. Children's views about what works well and what does not help their behaviour and inform their plans.

Staff have training in the use of de-escalation techniques and physical restraints. There have been a small number of physical restraints since the last inspection. They are short interventions used to prevent harm to a child or member of staff. Records evidence that

children's views are sought, that each intervention has met the criteria and that staff have had debriefs to consider whether anything could have been done differently. Incidents have management oversight.

There have been a small number of missing-from-home incidents and unauthorised absences for some children. Each child has a missing-from-home protocol with essential information to reduce the risk of missing from home and the risks to the child during a missing-from-home episode. Staff are proactive at searching for and recovering children. They report to the police and relevant agencies in a timely way. They ensure children's safety on their return to the home, and children are supported to settle.

Work is undertaken to prevent further missing-from-home episodes. Staff received positive feedback from the police and the placing authority following tenacious work to influence a child not to go to an address of concern.

Most children experience reduced risks, such as reduced missing-from-home episodes, criminal exploitation and substance misuse. One child initially responded to consistent staff support and guidance. There was a history of significant risks associated with criminal exploitation. The managers worked closely with the local police criminal exploitation team. There were several multi-disciplinary safeguarding meetings held to assess and manage risks. However, due to external risks and influences, risks for the child increased. Following an incident in the home, a decision was made for the child to move from the home.

Managers did undertake reflection with staff in team meetings. Managers said they were able to share helpful information to support the child's care in future placements. However, there was no robust lessons-learned exercise commenting on the effectiveness of the strategies used. This was a missed opportunity for staff and other agencies to learn from this child's experiences.

Recruitment records were sampled to check if staff had been recruited in line with safeguarding policies and procedures. Records reviewed for one member of staff had conflicting information in the dates in the employment history and the dates in a reference verification. This is being investigated by the manager.

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

Since the previous inspection, there has been a stable management and staff team. The registered manager has prioritised recruitment, developing and consolidating staff skills and knowledge.

Staff have relevant qualifications or are undertaking the relevant qualifying courses. Staff have completed mandatory training and training to meet the needs of the children they are caring for. This includes training regarding the risks associated with criminal exploitation, children who have experienced adverse childhood experiences and trauma-informed parenting.

There are effective, proactive partnerships in place to assess and monitor children's needs and risks. Children's social workers receive good-quality, detailed weekly reports. Social workers said that reports and communication are generally relevant and helpful. This demonstrates staff know and understand each child's needs.

The management team, including the safeguarding manager and the independent visitor, monitors and reports on the quality of care in the home. Managers respond to recommendations from this monitoring.

Staff said they feel supported by managers and colleagues. They receive regular supervision, and managers are visible and accessible daily. Team meetings are used for reflection regarding children's needs and behaviours.

Unfortunately, supervision records requested for one member of staff were not available. In addition, team meeting records do not always capture child-centred discussions and evaluation of staff practice. This means changes implemented following the previous inspection to improve the impact of the monitoring of quality of care in the home are not yet fully embedded.

## 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 relates to staff having supervision records available to them. Leaders, managers and staff should use learning from children’s experiences, such as an unplanned ending of a placement, to inform staff practice and development.</p>	30 August 2024
<p>The registered person must recruit staff using recruitment procedures that are designed to ensure children’s safety.</p> <p>The registered person may only—</p> <p>employ an individual to work at the children’s home; or</p> <p>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,</p> <p>if the individual satisfies the requirements in paragraph (3).</p> <p>The requirements are that—</p> <p>full and satisfactory information is available in relation to the</p>	30 August 2024

individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a)(b) (3)(d))	
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## 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

Cathey Moriarty, Social Care Inspector



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