

# 1259114

Registered provider: Unity Residential Care Services

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This is a privately owned children's home for up to three young people who have emotional and/or behavioural difficulties. The home has an appropriately qualified registered manager in place. The manager has been in post since the home opened in February 2018 and holds a level 5 diploma in leadership, health and social care.

**Inspection dates:** 2 to 3 October 2018

**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:** the home was registered in February 2018

**Overall judgement at last inspection:** not applicable

**Enforcement action since last inspection:** none

## Recent inspection history

This is the home's first 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, 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 helps children aspire to fulfil their potential; and promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(a)(b)(2)(b))</p>	20/10/2018
<p>The registered person must ensure that within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—</p> <p>the name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the name of the person who used the measure ("the user"), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure. (Regulation 35 (3)(a)(i–viii))</p>	04/10/2018
<p>The registered person must ensure that within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person") has spoken to the user about the measure and has signed the record to confirm it is accurate. (Regulation 35 (3)(b)(i)(ii))</p>	04/10/2018
<p>The registered person must ensure that within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the</p>	04/10/2018

child about the measure. (Regulation 35 (3)(c))	
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## Inspection judgements

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

This is the home's first inspection since its registration in February 2018. Since that time, three young people have been admitted to the home. The young people have settled in quickly and have developed good relationships with each other.

Young people are provided with a good quality of care delivered by a committed staff team. As a result, young people develop good relationships with staff, and they appreciate the support afforded to them. One young person told the inspector, 'It's good living here. The manager is really nice and listens to you. The staff are good as well; they take you out on activities and do fun things.'

Young people have clear health plans and access all primary healthcare services. Appropriate arrangements are in place for the safe management of medicine, to promote the safety and well-being of young people.

Young people attend educational settings according to their needs and abilities. Staff work in partnership with education departments and other relevant professionals. This ensures that young people have every opportunity to increase their academic ability and reach their full potential.

Young people enjoy regular and positive contact with their families and significant people. This sustains their relationships and keeps them connected to the people who are important to them.

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

Young people said that they feel safe in this home. One young person reported, 'The manager and the staff make sure that we are always safe.' Staff safeguard young people by identifying their risks and vulnerabilities and setting out strategies to minimise risks. Staff receive safeguarding training that is refreshed, and they have a good understanding of their duties in promoting young people's welfare. This reinforces the safety and protection of young people living in the home.

Physical interventions occur rarely in this home. However, on one occasion, a physical intervention was not recorded by the staff at the home. This meant that not only was there no record of the intervention, but staff and young people did not have the opportunity to reflect about what happened or raise any concerns they may have had. Furthermore, without the correct information, the manager cannot assess staff practice and analyse the quality of care young people are receiving.

The good relationships between staff and young people mean that young people feel safe and secure in their home. Staff know what action to take to promote young people's safety if they go missing from the home. There are effective procedures and protocols to promote their safe return. None of the young people in placement have gone missing since living at the home.

Young people live in a safe and secure environment. There are effective health and safety systems in place. Regular practice evacuations ensure that young people know how to exit the building safely and quickly, in case of an emergency. When appointing staff, the home follows safer recruitment practice guidelines. This means that only those deemed suitable to work with vulnerable individuals look after young people.

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

All members of staff spoken with gave positive comments about the manager's supportive leadership of the service. They are all qualified or working to gain the relevant qualification for their roles. Staff receive regular supervision, along with appraisal. Regular team meetings and daily handovers keep staff informed about young people's daily activities and progress. This supports staff care practice in delivering a service for young people who present with diverse needs and challenges.

The manager has ensured that staff have access to a range of training opportunities. However, records do not demonstrate that all staff have undertaken sufficient training to ensure that they have the knowledge and skills to meet the needs of the young people currently in placement. For example, the training matrix does not show that all staff have completed training around autistic spectrum disorder and sexually harmful behaviour. This means that staff are not fully equipped to recognise and care for young people presenting these needs and behaviours.

The manager has established good working relationships with external professionals, including the police, education professionals and placing authorities. This partnership approach means that young people are benefiting from the full range of support and guidance provided by other professionals to promote their safety and well-being.

## **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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:** 1259114

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

**Registered provider:** Unity Residential Care Services

**Registered provider address:** 98 Lancaster Road, Newcastle Under Lyme ST5 1DS

**Responsible individual:** Hilary Jones

**Registered manager:** Carl Wilton

## Inspector

Dave Carrigan, social care inspector

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