

1249326

Registered provider: Unity Residential Care Services

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

A private provider operates this home. It provides care and accommodation for up to three children who have experienced childhood instability resulting in trauma and associated complex behaviours.

The manager was registered with Ofsted in February 2018.

Inspection date: 5 December 2018

Judgement at last inspection: outstanding

Date of last inspection: 25 July 2018

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged outstanding at the last full inspection.
At the interim inspection, Ofsted judges that it has improved effectiveness.

At the last inspection, in July 2018, Ofsted made no requirements or recommendations. The service continues to meet children's individual needs exceptionally well. This is because managers and staff provide excellent individualised care and support.

Children continue to make significant progress in all areas of their development. Staff ensure that individual care plans reflect the aims and objectives of the placing authority. Children's thoughts, wishes and opinions remain central to decisions made about their care. The registered manager and the staff prioritise consultation with children. Listening to children is a fundamental principle in the day-to-day running of the home. This ethos ensures that children are fully involved in the care-planning process. One child told the

inspector, 'I have made so much progress. The staff just know how to help me. They listen to me and I am now able to manage my emotions much better.'

Staff fully understand children's backgrounds and appreciate how these can influence their behaviours and actions. Staff use this knowledge to devise bespoke internal care plans. Staff deliver personalised care through one-to-one key-work sessions. These help children to reflect on their personal circumstance and to develop the emotional resilience that they need to move forward with their lives.

Working in partnership with other professionals is a considerable strength of the service. This is because the registered manager is effective in identifying and engaging with other agencies that are able to meet children's individual needs. For example, when children require specialist therapy to support their emotional and psychological development, the registered manager makes sure that this is accessed. Where there are barriers, he is tenacious in finding a solution. A teacher said, 'I can't fault the staff. We have worked collaboratively, and we have supported each other. [Name of child] receives the highest standard of care. Nothing is too much trouble for the staff. They genuinely care about him and want the very best for him. Their communication is excellent.'

Staff support children's learning and help them to understand the importance of education. This means that children begin to understand the advantages of good school attendance. For example, one child is undertaking revision in preparation for exams and has identified a college she wishes to attend. She has been supported to undertake work experience to support her studies and to ensure that she has every opportunity to achieve her ambitions. When children face barriers to education, the registered manager is dynamic in his challenge of other professionals. Subsequently, children continue to receive the help and support they need to ensure that education is a positive experience for them.

Relationships between children and staff remain extremely positive. These ensure that children feel emotionally safe and secure. Staff continue to use these relationships to help and support children to develop their confidence. It is through these relationships that managers and staff create a welcoming, stable and family-orientated home for children. As a result, children thrive. One child told the inspector, 'The staff have been really helpful, and I am so thankful for everything they do. My keyworker is just the best. She knows how to support me and is so easy to talk to.'

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/07/2018	Full	Outstanding
14/03/2018	Interim	Improved effectiveness
05/07/2017	Full	Requires improvement to be good

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.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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: 1249326

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: Lyndan Whiston

Inspector

Annemarie Parker, social care inspector

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