

# 1259114

Registered provider: Unity Residential Care Services Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is owned by a private company. The home provides care for 3 children who have experienced social and emotional difficulties.

There is a permanent registered manager who is suitably experienced.

### Inspection dates: 10 and 11 January 2023

<b>Overall experiences and progress of children and young people,</b> taking into account	<b>good</b>
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 29 March 2022

**Overall judgement at last inspection:** improved effectiveness

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/03/2022	Interim	Improved effectiveness
19/10/2021	Full	Requires improvement to be good
05/12/2019	Full	Good
11/03/2019	Interim	Sustained effectiveness

## Inspection judgements

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

There are two children living at the home. One child has moved on from the home. There are preparations underway for another child to move in imminently.

Children have good relationships with staff. Staff respond to children with warmth and compassion and are available and attentive to them. There is an ethos of acceptance and inclusion at the home.

All children are making progress at the home. Children have individual goals that incentivise them to make progress. Children recognise their own progress and are proud of their achievements. For example, one child has developed a keen interest in fitness. Staff have encouraged this and set up training programmes for him. As a result, he has increased his fitness and overall physical well-being.

Children enjoy access to many activities in line with their interests and hobbies. One child is a proud member of the scouts. All children enjoy the shared activity of football training, and they go to watch football matches. Children each have a memory book with photos of the many activities and outings they have enjoyed. Staff are keen for children to keep these when they move on from the home.

Plans for children moving on from the home and moving into the home are well considered. Managers made the difficult decision for one child to move on. The well-being of all children at the home was central to this decision-making. Preparations for children moving into the home are well planned and detailed. For example, children are introduced gradually to the home, and their bedrooms are accessorised with various items, such as their favourite football team's merchandise.

Children all attend school. Children's educational achievements are celebrated and rewarded at the home. One child is an avid reader, so the staff ensure there are plenty of books to read for pleasure. The manager and staff work in good partnership with schools. As a result, children are making educational progress and sustaining excellent attendance.

Children are supported to develop and maintain relationships with their families where it is appropriate to do so. Children have photos of their families displayed in their bedrooms. One parent gave very positive feedback about the staff who supported her to spend quality time with her child.

Children are encouraged to share their views and make choices every day, and they enjoy sharing their views through house meetings. The manager provides feedback on all their comments in an appealing format. As a result, children have a strong voice in the home.

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

Children feel safe living at the home. Children are relaxed and have fun because their needs are met and they feel safe. Children are confident in asking staff for help. Staff respond in an authentic way, showing genuine interest in the child's worries and requests.

Staff provide clear guidance and boundaries to children. Children know what is expected of them. Staff are vigilant in monitoring children's well-being. They take prompt action to reduce children's anxieties and de-escalate behaviours. For example, they provide reassurance and use activities for distraction. As a result, there are a low number of behavioural incidents.

Children receive a lot of direct work from their key workers on issues such as internet safety, for example. This is often carried out over several sessions to reinforce the learning. This is in line with children's individual needs. As a result, children are increasing their understanding of keeping themselves safe.

Children's risks are identified and clearly documented in their plans. These detailed records reflect changes in the children's behaviour and vulnerabilities. Staff understand how to keep children safe. Staff encourage children to engage in positive risk-taking, such as taking a local walk on their own. This is part of developing children's independence.

The home is well maintained. Staff take prompt action to address any concerns identified. The staff make health and safety checks. These are consistently carried out. As a result, the home is a safe environment for children, free from hazards. Children are encouraged to contribute to maintaining a tidy and clean home. One child helped repair the damage he had caused to a wall.

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

The home has a registered manager and a trainee manager. They are both experienced and working towards completing their qualifications.

Managers are very knowledgeable about children's needs and are aspirational for their futures. Managers confidently advocate for children and escalate concerns when necessary. For example, one child needed an assessment to identify what support they will need as an adult. This is now in progress due to the challenge made by the manager.

There is a stable team of staff who are well supported by managers. Managers work with staff to develop in their roles. As a result, staff are now confident to share ideas and take the lead on initiatives, such as a child's independence program.

Staff receive training that equips them to meet children's needs and keep them safe. For example, they understand how to apply the therapeutic model with children at the home.

Managers work in collaboration with other professionals in a positive way. A teacher highlighted that the managers are regularly sharing information with the school. As a result, risks for a child have been managed consistently, both at home and in the school.

Most staff receive regular supervision. However, the registered manager's does not always receive regular supervisions. Agency staff working at the home have not received supervision or had their induction documented. This is a missed opportunity for staff to receive the necessary support to meet children's needs.

## 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 registered person must ensure that all employees—</p> <p>undertake appropriate continuing professional development;</p> <p>receive practice-related supervision by a person with appropriate experience; and</p> <p>have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(a)(b)(c))</p> <p>This specifically relates to supervision of the registered manager and agency staff. A record of supervision should be kept for staff, including the manager.</p>	10 March 2023

## 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:** 1259114

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

**Registered provider:** Unity Residential Care Services Limited

**Registered provider address:** 2 Lymevale Court, Lyme Drive, Parklands, Stoke-on-Trent ST4 6NW

**Responsible individual:** Sarah Knapper

**Registered manager:** Christine Broughall

## Inspector

Alison Snell, Social Care Inspector

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