

# 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 is registered to provide care for up to three children who have experienced social and emotional difficulties.

There is a permanent registered manager, who is suitably experienced.

### Inspection dates: 31 January and 1 February 2024

<b>Overall experiences and progress of children and young people,</b> taking into account	<b>outstanding</b>
---	--------------------

How well children and young people are helped and protected	outstanding
---	-------------

The effectiveness of leaders and managers	outstanding
---	-------------

The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

**Date of last inspection:** 10 January 2023

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/01/2023	Full	Good
29/03/2022	Interim	Improved effectiveness
19/10/2021	Full	Requires improvement to be good
05/12/2019	Full	Good

## Inspection judgements

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

Children have excellent experiences living at this home. They are making remarkable progress from their starting points. Staff provide children with a consistently high standard of care.

There are two children currently living at the home. Another child who turned 18 while living at the home has recently moved out, to live alongside other adults. The planning for his move was exemplary. Managers and staff showed dedication and determination in ensuring that the plans were right, accepting nothing less than a plan that would fully meet his needs and keep him safe. Managers took decisive action in securing an advocate and making complaints when necessary to overcome barriers encountered. The young person's views were central to all decision-making. For example, he said that he would like to remain at the home to celebrate Christmas before moving on. Managers were assertive and made this happen.

Staff help children to spend time with their families in a safe and planned way. As a result, children have strengthened their family relationships, and the quality time spent together is enjoyed by all. Staff helped the young person who has moved on to have a family meeting to plan for who he keeps in contact with, how and when. This was held at his favourite football ground. This has resulted in him having a clear support network, documented in an accessible format. Managers have also made a commitment to remain in contact with him, recognising the importance of lifelong links, which he very much welcomes.

Staff have a positive and can-do approach. They truly listen to the wishes and views of children. They are tenacious and overcome barriers to enable children to have the experiences they choose. As a result, children have life-enriching experiences, including having football season tickets and going on holidays and city trips. Children have a wealth of memorabilia from their experiences, beautifully presented in memory books and boxes.

Staff understand children's targets and help them to reach these. Staff reflect on and celebrate children's individual progress and achievements. All children are making clear progress. For example, one child has been on a school trip and a scout camp in the last year. The previous year this would not have been possible. He received a letter of praise for his behaviour from a scout leader.

Staff help children to maintain good health. Routine and urgent medical care are sought. Staff encourage physical activities and exercise. For example, children enjoy a weekly football training session and have taken part in park runs, with one child vastly increasing his fitness.

Children attend school on a full-time basis. This is a significant achievement, particularly for one child. He has progressed from having a previously fragile school placement, attending for only two days a week, to attending full time. Managers and staff have constant communication with schools. They are proactive in addressing any issues to prevent them escalating. For example, staff go into school to support with mediation. Staff make sure children have all the resources and support they need to attend school and make progress. Staff attend all school events, from sports days to coffee mornings. They understand the importance of simply being there for children and fostering good relationships with schools.

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

Staff know children well and fully understand their needs and risks. These are set out clearly in children's plans, which provide staff with clear guidance for actions they must take to keep children safe. The staff's understanding of children is enhanced greatly by their reflections and discussions. These take place on a day-to-day basis and in more formal forums, for example, team meetings. Staff share knowledge and innovative ideas to contribute to planning children's care.

Staff approach children's care with sensitivity and respect. As a result, children confide in staff about their thoughts and any worries. Children have trusted relationships with staff. Staff recognise when children's worries may affect their behaviour. They listen, empathise and help children to work through their feelings. As a result, there are an exceptionally low number of behavioural incidents at the home. This reflects the model of care at the home. Staff understand the model of care, demonstrate it in their care and can reflect on the benefits of this approach for children.

Staff consider the risks to children from online activity. Safeguards are in place and access is monitored, and action is taken if concerns arise. Children are helped to learn about online safety and keeping themselves safe. Children do not go missing from this home, although this risk is addressed in children's plans.

Staff have established clear routines for children, including setting boundaries. Therefore, children understand what is expected of them. The staff help children increase their self-esteem and understand their own emotions. Children contribute to developing strategies to manage their emotions. This has led to a significant reduction of risk for children.

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

Leadership and management at the home are very strong. The registered manager is supported by a trainee manager, a deputy manager and two senior staff members. Managers lead by example and are excellent role models for the staff team.

Managers are aspirational for children's outcomes and futures. They set clear and high expectations for the standard of care at the home. There is a focus on supporting children to overcome any barriers and to achieve their potential. Strong and effective partnership working with other agencies supports this. One external professional described the communication with staff as amazing, and said they have genuinely changed the child's life for the better.

Staff are well supported by managers who motivate them in their roles. They are provided with regular supervision and training that equips them to provide safe and high-quality care. Staff are encouraged to share ideas to enhance children's experiences and progress. Managers are enthusiastic about staff development and delight in their journeys and progress.

The registered manager is confident in delegating tasks to the staff team. Her oversight at the home is exemplary and highly effective. For example, all leaders carry out some staff supervisions and the manager then reads and adds feedback to each record. The manager provides oversight of children's consultation meetings and gives feedback to each child individually, in an illustrated format that appeals to them. As a result, children feel heard and that their contribution is valued.

Although there have been some staff changes, a sufficient core staff team has remained and no external staff have been needed at the home. Staff are safely and carefully recruited to ensure that they bring the required skills and qualities to the team.

The manager understands the strengths of the home and has a focus on continual development and improvement. The whole ethos of the home is one of genuine positivity. Managers and staff are highly motivated to provide good-quality care and to continue to help children thrive and achieve.

## **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

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://www.gov.uk/government/organisations/ofsted>.

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