

2561970

Registered provider: Unity Residential Care Services Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This privately owned children's home offers care for up to three children who may have social and emotional difficulties.

There were two children living at the home at the time of this monitoring visit. Two children spoke to the inspector.

A new manager has been appointed since the last inspection. She has submitted her application to register with Ofsted.

Inspection date: 4 December 2025

This monitoring visit

This monitoring visit was undertaken to review the progress made in relation to the compliance notice issued under regulation 13: the leadership and management standard following the monitoring visit that took place on 4 October 2025.

Since the last visit, the home environment has significantly improved. On the day of this visit, new bedroom furniture was being delivered. The children have decorated the home in preparation for Christmas, which both children were eager to tell the inspector about.

One child offered to complete a tour of the home with the inspector. They spoke positively about how they feel about their home environment. This child said, 'The home is more relaxed and we can keep our personal items in the bathroom and know they are safe.' Another child has recently arranged for their peer to have a sleepover, which they were excited about.

There has been a significant reduction in the number of serious incidents. When incidents take place, leaders and managers have effective critical oversight, ensuring

that debriefs take place with children and staff within the required timescales and work collaboratively with involved professionals. However, on one occasion, Ofsted was not notified of a serious incident as required. A requirement has been raised to this effect.

Behaviour management at the home has significantly improved. The impact on children's emotional well-being is positive. Children spoke to the inspector about the changes that have taken place in the home. Another child said, 'I feel that staff know what they are doing and managers really listen to us.'

Leaders and managers have updated children's risk management plans so that staff are provided with clear guidance about what action to take to monitor children's well-being and safety. However, during one incident, de-escalation strategies outlined in the child's individual plan were not fully utilised and implemented, which led to the situation escalating. A requirement has been raised to this effect.

Children know how to make a complaint and can identify staff who they feel they can speak to with ease. Children's participation in the ongoing improvements for the home is taking place and children spoken to feel included and consulted.

Leaders and managers recognise that there has been a period of staffing instability, which has impacted on the consistency of care provided to children. Changes to the staff team, amendments to the rota and on-call system mean that there is more balance of experience and skill set across all shifts.

Staff spoken to say that they feel well supported by their experienced colleagues. Additionally, leaders and managers have more presence in the home and this has contributed to the staff team feeling more supported.

Staff report that communication across the staff team is better and more effective. Team meetings are taking place fortnightly and are well attended by the staff team. A team meeting was taking place at the time of this visit and staff were taking part in a workshop on therapeutic care. Staff morale was observed to be positive and there was a clear collective sense of commitment to the children's care.

Since the last visit, the staff team has received training on several topics to enhance their knowledge and develop their skills to manage children's specific needs. Training includes topics such as safeguarding, record-keeping, professional boundaries as well as bespoke training in relation to mental health and neuro-diversity.

A case review was held following this visit where it was determined that the provider has acted to meet all the steps outlined in the compliance notices served under regulation 13. The remaining requirements regarding areas of concern raised at the visit have not been considered. They remain in place and will be reviewed at the home's next inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/06/2025	Full	Good
05/11/2024	Full	Good
04/10/2023	Full	Requires improvement to be good
07/03/2023	Full	Good

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 with the given timescales.

Requirement	Due date
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— meet each child's behavioural and emotional needs, as set out in the child's relevant plans; encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding; help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding; understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children; de-escalate confrontations with or between children, or potentially violent behaviour by children. (Regulation 11 (1)(a)(b)(c) (2)(a)(i)(iii)(iv)(v)(ix)(xi))	9 January 2026

Specifically, the registered person must ensure that staff have the confidence, knowledge and skills to help children manage their behaviour in line with their care plans to prevent children's behaviour from escalating. Additionally, staff must have the skills to de-escalate behaviour that is damaging or violent in a way that does not cause further distress or harm to the child or children living in the home. This requirement was made at the last inspection and is restated.	
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; manage relationships between children to prevent them from harming each other; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies; that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(e))	9 January 2026

Specifically, the registered person must ensure that staff understand their roles and responsibilities in making sure that children are safe from harm at all times. Additionally, that staff encourage positive interactions between children living in the home and manage these relationships in line with children's individual risk assessments. This requirement was made at the last inspection and is restated.	
The registered person must prepare and implement a policy ("the behaviour management policy") which sets out— how appropriate behaviour is to be promoted in the children's home; and the measures of control, discipline and restraint which may be used in relation to children in the home. The registered person must keep the behaviour management policy under review and, where appropriate, revise it. 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— details of any methods used or steps taken to avoid the need to use the measure. (Regulation 35 (1)(a)(b) (2) (3)(a)(v)) Specifically, the registered person must ensure that staff fully record and set out what steps were taken to de-escalate and diffuse behaviour prior to a physical intervention being carried out in accordance with the child's individual risk assessment.	9 January 2026
The registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there; A notification made under this regulation—	9 January 2026

must include details of—

the matter;

the other persons, bodies or organisations (if any) who or which have been notified; and

any actions taken by the registered person as a result of the matter;

must be made or confirmed in writing.
(Regulation 40 (4)(c) (5)(a)(i)(ii)(iii)(b))

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 2561970

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: Emma Shae

Registered manager: Post vacant

Inspector

Michelle Greenhalgh, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

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