

2562531

Registered provider: Unity Residential Care Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private provider operates this home. It provides care for up to four children who may experience social and emotional difficulties.

The manager is suitably qualified and experienced. The manager has applied to register with Ofsted.

At the time of the inspection, one child was living at the home. The child declined to take the opportunity to speak with the inspector.

Inspection dates: 23 and 24 September 2025

Overall experiences and progress of children and young people, taking into account	good
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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: 23 June 2025

Overall judgement at last inspection: inadequate

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/06/2025	Full	Inadequate
28/10/2024	Full	Good
20/03/2024	Full	Good
02/11/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, one child has moved on from the home in a planned and positive way. There have been no new admissions during this period. Children make steady and measurable progress from their starting points, supported by consistent, nurturing care provided by a stable and committed staff team.

When children move on from the home, this is well planned and child centred. Staff and managers work closely with children to ensure that their views are central to the process. Each move is marked with a positive celebration that recognises the child's time in the home and acknowledges their value. The manager offers personalised support and maintains contact to monitor the child's welfare after they leave. This thoughtful and consistent approach helps reduce feelings of rejection and promotes a lasting sense of belonging.

Children benefit from a warm, welcoming and spacious environment. The home is thoughtfully decorated with pictures, artwork and soft furnishings, creating a homely and nurturing atmosphere. Children's bedrooms are personalised and reflect their individual preferences, which helps to foster a sense of pride, ownership and belonging. This carefully maintained environment supports children's emotional well-being and helps them feel safe, valued and at home.

Children make steady progress in their education. One child was supported to visit a prospective school as part of the application process, helping them feel more confident about the transition. For another child, school attendance has significantly improved since the last inspection. This progress is underpinned by the consistent encouragement, oversight and advocacy provided by staff and the manager.

Children's health and well-being are actively promoted. Children who previously struggled to attend medical appointments are now fully engaged with their healthcare, including receiving routine immunisations. Staff advocate effectively on behalf of children and make timely referrals to mental health services when they identify unmet needs. This proactive approach ensures that children receive the support they require to maintain and improve their physical and emotional health.

Children are supported to engage in activities they enjoy and are regularly encouraged to try new experiences. Staff promote participation in a range of meaningful and enriching opportunities, helping children to build confidence and develop new interests. Positive relationships are established with family members, enabling children to spend quality time with the people who are important to them.

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

Children are protected from harm and are supported to understand how to keep themselves safe. They receive help to manage their feelings in safe and constructive ways. Staff engage children in regular discussions about risk, such as internet safety, and managing unwanted behaviours, and explore strategies that children can use to stay safe. This proactive and educational approach promotes children's awareness and resilience.

When children raise complaints, managers take effective and appropriate action. Children's views are listened to, thoroughly investigated, and outcomes are communicated in a timely and respectful manner. Where complaints are not upheld, clear explanations are provided, and mediation is offered when appropriate. This transparent and responsive approach ensures that children feel heard and supported and are confident that their concerns are taken seriously.

There have been no incidents of children going missing from the home since the last inspection. Staff demonstrate a clear understanding of the procedures to follow should such an incident occur. They are supported by robust guidance, which ensures a consistent and coordinated response that prioritises children's safety and welfare.

Staff responses to managing unwanted behaviours are generally effective. Approaches to de-escalation are consistent with the ethos of the home's model of care which is becoming embedded in practice. However, some areas for development remain, particularly in identifying risk and ensuring timely implementation of safeguarding actions. Managers are aware of these issues and are working to strengthen practice further.

The effectiveness of leaders and managers: good

The home is led effectively by a qualified and permanent manager, who is supported by a capable and committed deputy. Together, they form a strong leadership team that is driving positive change within the home. Managers have a clear understanding of the home's strengths and areas for development, and they maintain high expectations for the quality of care provided to children. Their leadership promotes a culture of continuous improvement and child-centred practice.

Children benefit from consistent care delivered by a stable and familiar team of staff. This continuity enables the development of trusting relationships and contributes significantly to children's sense of safety and emotional security. Staff know the children well and respond to their individual needs with sensitivity and understanding.

Managers demonstrate a focus on staff development, prioritising mandatory training that reflects the home's ethos and therapeutic approach. In addition to core training, staff are offered bespoke learning opportunities tailored to meet the individual needs of the children they care for. This investment in staff development enhances the quality of care and ensures that children's needs are met with skill and sensitivity.

Staff report feeling well supported by the new management team and describe recent changes as positive and beneficial to their roles. Regular supervision sessions are in place and used effectively to promote staff development and reflective practice. Managers provide clear and consistent guidance, which contributes to the delivery of high-quality care and supports positive outcomes for children.

Systems for reviewing the quality of care within the home are effective. A range of audits is completed each month, with clear action planning arising from these processes. Managers demonstrate a proactive approach, including challenging other professionals when the care provided to children does not meet expected standards. Evidence of improvement is reflected in the reduced number of recommendations within independent person reports, indicating strengthened practice and oversight.

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 within the given timescales.

Requirement	Due date
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. (Regulation 12 (1) (2)(a)(i)(ii)(iii)) In particular, the registered person must ensure that risks to children are identified promptly and responded to effectively, in order to reduce the potential for harm to both children and others.	14 November 2025

Information about this inspection

The inspector has 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: 2562531

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: Post vacant

Inspector

Kev Brammer, Social Care Regulatory Inspection Manager

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