

2590342

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. It provides care for up to three children. The provider's statement of purpose states that the staff care for children with emotional and social difficulties, and children who have suffered complex or developmental trauma.

The manager has been registered since September 2022.

Inspection dates: 5 and 6 December 2022

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: 8 December 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/12/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children receive good-quality care and support that enable them to make good progress. Children are held in high regard by staff, which enables children to build positive and trusting relationships with the people who care for them. One child's parent said, 'The progress my child has made has been amazing, I can't thank staff enough.'

Children are attending education. Staff liaise effectively with schools and virtual heads to support children to attend school and do well in their education. One child is completing the Duke of Edinburgh's award scheme. Children's education and health plans do not reflect the correct information and details of the support that is to be provided.

Children are in good health. Two of the children are receiving therapy, which is supporting their emotional well-being. The registered person recognises that the third child living in the home would also benefit from therapy and has advocated strongly for this.

Children are supported to develop their independence. They work through a detailed plan with staff to help them develop their independence according to their individual need. One child has progressed to spending free time in the community. Another child has worked towards gaining the skills to care for a pet. This provides children with age-appropriate responsibilities and self-confidence.

Children take part in a wide range of activities, both inside and outside of the home. They watch films, play console games, have pamper nights and meet friends in the local area. Children also attend dance and jiu jitsu. They have the opportunity to have holidays and day trips. These experiences help children to build positive memories, as well as developing their social skills and interaction.

The home is warm and welcoming and is furnished to a high standard. The children's bedrooms are decorated in line with the children's ages and preferences. One child took pride in showing the inspector around the home, in particular the allotment and the home gym.

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

Children said they feel safe. Consistent and clear boundaries are in place, which provide children with safe, reliable and predictable care. Risks are identified, understood and managed well. Risk assessments and behavioural support plans are detailed and provide clear strategies for how to reduce and minimise risks.

Two children who had a high staffing ratio of two to one to manage their care are making good progress. Staff have supported them to understand their behaviours

and how to keep themselves safe. Direct work, both planned and unplanned, responds effectively to children's identified and emerging risks.

Children have been supported to understand the importance of keeping in touch with staff when they are out in the community. This has enabled children to have more free time with their friends, maximising their social interactions.

Safeguarding matters are shared with appropriate agencies and are managed fairly, quickly and in accordance with statutory guidance. This protects children from harm. The home has effective links with safeguarding agencies.

Children's concerns and complaints are taken seriously and are responded to appropriately. However, the registered person needs to ensure that children have the opportunity to respond to the outcome of the complaint and record if they are satisfied with the outcome.

The effectiveness of leaders and managers: good

The registered person has a good understanding of the strengths and weaknesses of the home. They are supported by a competent deputy manager and trainee manager. This leadership team is committed to about achieving positive outcomes for children. Staff feel supported and report that staff morale is high at the home. Children benefit from this positive environment.

Staff benefit from regular and effective supervisions and team meetings. These support their ongoing learning and their development of their role. Staff also receive group supervisions with the agency's psychologist, which supports staff to review and reflect on their practice. However, annual appraisals have not been completed for any staff, which is a shortfall.

Staff are committed to ongoing learning and are up to date with mandatory training. The registered person responds well to the learning needs of staff and will support them to repeat training if this is needed. The training package also responds to and meets children's presenting needs.

The registered person and staff work collaboratively with a range of external stakeholders. A social worker said, 'I have good communication with staff and the manager. I am always kept updated of any issues and progress. Staff are good advocates and understand and meet the child's needs very well.'

While monitoring of the home is in place, and is effective in most areas, the manager did not complete a debrief with a member of staff following a physical intervention. This limits the manager's ability to review and identify potential learning, to improve practice in the home.

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
The registered person must ensure that all employees— have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(c))	20/01/2023
The registered person must ensure that— within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure. (Regulation 35 (3)(b)(i))	20/01/2023

Recommendations

- The registered person should make best use of information from internal monitoring systems to ensure continuous improvements. Specifically, support children to respond to the outcome of a complaint they have made to determine if they are satisfied with the outcome. (Guide to the Children's Homes Regulations, including the quality standards, page 55, paragraph 10.24)
- The registered person should ensure that children's education and health placement plans reflect the correct information and details of the education, health and social care support that is to be provided to the child. (Guide to the Children's Homes Regulations, including the quality standards, page 26, paragraph 5.4)

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: 2590342

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: Hilary Jones

Registered manager: Emmaline Scoular

Inspector

Nicola Clements, Social Care Inspector

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