

2650948

Registered provider: Ubuntu Group 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 two children who may have specific emotional needs and/or have experienced trauma.

At the time of the inspection, two children were living at the home.

The manager registered with Ofsted in November 2024 and is suitably qualified.

Inspection dates: 8 and 9 July 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: 12 June 2024

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/06/2024	Full	Requires improvement to be good
04/10/2023	Full	Good
10/05/2022	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

During the inspection, the inspector spoke with both children. They are making good progress in most areas of their lives.

Staff actively support children to engage in education. Staff have worked collaboratively with other professionals to understand the reasons for an increase in one child's challenging behaviour at school, and they are now exploring alternative educational provisions that may better meet the child's needs.

When children move into the home, they are well supported by staff to settle in. For example, one child benefited from a carefully planned and sensitive introduction, including opportunities to meet staff, visit the home and participate in activities before moving in. The child's move-in date was timed to minimise disruption to their education. This supported a smooth and positive settling-in process.

Children are encouraged to pursue their interests and engage in a wide range of enriching activities. One child proudly shared photos and videos of themselves horse riding and performing bike stunts. Staff have created a 'bucket list' of experiences the children wish to try and are actively working through it. These opportunities help build children's confidence and promote their emotional well-being.

Children enjoy a warm, welcoming and well-maintained environment that promotes their comfort and well-being. Their bedrooms are personalised, reflecting their individual preferences and interests. Children are actively involved in decorating their spaces, which enhances their sense of ownership and belonging. The design of the home is child focused and offers designated areas for relaxation and emotional regulation, as well as raised garden beds where children can grow their own fruit and vegetables. These features contribute to a nurturing atmosphere and sense of belonging.

Staff do not always challenge external agencies to help secure timely outcomes for children. For example, one child's dental health is a concern. Although a referral has been made for hospital treatment, staff have not taken sufficient action to follow this up or advocate for an expedited appointment. In another instance, staff acknowledged that certain safety restrictions for a child may no longer be necessary, yet they have not pursued this with the local authority. Consequently, the child may be subject to avoidable and potentially inappropriate restrictions.

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

Children are happy living at the home. They are supported by staff who clearly understand their needs. Staff benefit from the advice of an in-house therapist, who enhances their ability to provide therapeutic care. Since the last inspection, there have been no incidents of children going missing and no allegations or complaints.

Staff are skilled in de-escalating situations when children become distressed. For example, one child moved into the home subject to a deprivation of liberty order that permitted the use of physical restraint. Since living at the home, the use of physical intervention has been minimal. However, incident records do not always reflect when it is used or by whom. This lack of clarity may affect the accuracy of records and limit opportunities for learning and oversight.

Staff use incentives and rewards to help children make positive choices. Children are set clear and achievable personalised goals to meet in exchange for items of their choosing. This has been effective in helping reduce unwanted behaviours occurring between the two children living at the home.

Children have regular opportunities to express any concerns or minor worries they might have. This enables staff to address concerns before they escalate and helps children feel safe and settled knowing that their concerns will be heard.

When a child behaves in a way that is unkind or inappropriate, staff respond with sensitivity and care. They take time to explore the underlying causes of behaviour and use these moments as opportunities for learning. This reflective approach helps children understand the impact of their actions and supports them in making more positive choices in the future.

The effectiveness of leaders and managers: good

Leaders and managers promote a nurturing and child-centred approach to the running of the home.

There is a strong emphasis on listening to children's views and involving them meaningfully in decisions that affect their daily lives. The home has implemented a creative approach to capturing children's voices through a dedicated book, which includes minutes of meetings and discussions. Children contribute their thoughts and feelings through written comments and drawings. For example, one child illustrated how they wanted their bedroom to look, and this was acted on. Meetings are followed up with personalised letters to children, outlining how their views have been considered and what actions will be taken. This approach helps children feel valued, respected and heard.

Feedback from external professionals, family members and staff is positive about the leadership and management of the home. In particular, the collaborative working and approach to responding to children's vulnerabilities is highlighted as a strength that contributes to children settling well and feeling safe.

Staff say they feel well supported by managers. They receive regular supervision and have access to relevant training that equips them to meet the needs of the children in their care. There is a stable team in place. However, due to unforeseen circumstances,

the home has recently relied on agency staff to maintain staffing levels. Managers have made efforts to ensure consistency by using familiar agency workers wherever possible.

Leaders have introduced innovative systems to monitor the quality of care. Every three months, children are asked a series of reflective questions about their well-being. This enables staff to see progress, identify emerging concerns and respond proactively. These conversations have supported staff in identifying and addressing issues that may not have otherwise been raised, helping to ensure that children's needs are met effectively.

Staff are not always proactive in promoting equality and diversity. While discriminatory language and behaviour are challenged appropriately, there is limited evidence of work to celebrate people's individual differences and promote inclusion more widely. As a result, opportunities are missed to help children develop a deeper understanding and appreciation of diversity in a constructive and positive way.

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
In meeting the quality standards, the registered person must, and must ensure that staff— seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans; seek to secure the input and services required to meet each child's needs. (Regulation 5 (a)(b)) In particular, the registered person must seek to work in a timely and effective way with relevant professionals to ensure that children's oral health needs are met promptly. Staff should be proactive in working with professionals to review the restrictions that are in place for one child living at the home, as these may no longer be necessary.	22 August 2025

Recommendations

- The registered person should ensure that records of restraint are clear and accurate. They should be recorded contemporaneously and clearly show who and when the recordings are made to enable the registered person and staff to review the use of control, discipline and restraint effectively. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraph 9.59)
- The registered person should ensure that children are supported in developing understanding and empathy towards others. Specifically, the registered person should seek to help children's wider understanding and healthy respect of people's differences, as well as the effect of discrimination. ('Guide to the Children's Homes Regulations, including the quality standards', page 39, paragraph 8.11)

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: 2650948

Provision sub-type: Children's home

Registered provider: Ubuntu Group Limited

Registered provider address: Suite 4, Kingsland House, Stafford Park 1, Telford, Shropshire TF3 3BD

Responsible individual:

Registered manager: Kerry Poole

Inspector

Louise Naylor, 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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