

2676372

Registered provider: Resilience Residential Services Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and provides care for up to two children who experience social and emotional difficulties.

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

The registered manager is suitably experienced and has been in post since September 2023.

Inspection dates: 20 and 21 May 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: 10 September 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/09/2024	Full	Good
13/09/2023	Full	Good
22/02/2023	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The inspector spoke to both children about their experiences living in the home.

The manager and staff are committed to supporting the children they care for and working through challenges with them. The consistency of support provided by staff has helped children maintain positive relationships with staff. This has enabled children to accept changes to their care. One child is now able to accept this as their home, and another child has accepted their upcoming move to independent living.

The manager and staff promote children's education. When children are facing challenges in education, the manager works with professionals to find schools that are suited to their individual needs. Reward incentives are used to encourage regular school attendance, which has helped improve attendance for both children.

Children spend time with friends on planned activities and at friends' homes. Staff also encourage children to spend time with their friends at the home. This enables children to build social skills and form and maintain friendships.

Staff support children in developing age-appropriate life skills. There are clear plans in place to support them in preparation for independence. The children are encouraged to develop skills such as budgeting, cooking, travelling and carrying out household chores.

Staff make every effort to build relationships with the children's families and support the relationships between them and their children. Staff help children to spend time with their families inside and outside of the home. This helps children maintain relationships with family members.

Children's views and wishes are captured during weekly and monthly discussions. This encourages children to contribute their views on their day-to-day care, helping them to feel listened to and valued. Children say they are happy living in the home and feel supported by staff.

Key documentation is not always on file following care meetings. The manager initiates requests; however, repeated requests are not escalated to senior social care managers. This does not allow care plans to be accurately updated to ensure that staff are implementing care as agreed by those with parental responsibility.

Staff do not always implement children's routines to avoid confrontation with the child. Staff do not always support children in keeping their bedrooms clean, and they do not speak to them about the importance of keeping their living spaces clean.

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

This has been a challenging time in the home while both children come to terms with changes in their care and prepare for their future. As a result, there have been numerous incidents in the home that have resulted in damage to property. The quality of repairs is not consistently high. Broken furniture is not always replaced, such as a child's headboard and the sofa.

The staff's lack of confidence in managing children's behaviours has led to unnecessary requests for police support. The manager has established clear behaviour management plans that include support strategies and clear escalation procedures for addressing perceived risks. The manager has worked with staff during individual supervision sessions and team meetings to ensure that they exhaust all de-escalation techniques before resorting to police intervention.

The use of restraint in the home is rare. When it is used, it is used to protect others from harm and is carried out by trained staff. Children can discuss incidents with someone who was not involved. Leaders and managers review incidents to ensure that action taken is reasonable. Work is carried out with staff and children to rebuild relationships following restraints.

Allegations are investigated fully. Children's social workers are notified to ensure that children receive appropriate support during the investigation process, and referrals are made to professionals to allow for independent oversight. Children are informed of the outcomes of investigations. This reassures children that they are listened to. Work is carried out with staff and children to rebuild relationships following allegations.

Staff know children's individual missing-from-home plans and follow them. When children go missing, staff remain in contact with them and encourage them to return home. Staff look in places that children are known to go and contact family and friends. This lets children know that staff care. When children return home, staff welcome them and ensure that they are safe and well. The frequency of children going missing from the home is beginning to decline because managers have worked with professionals and the children to make free-time arrangements.

Managers do not always review the effectiveness of consequences children receive. Children are asked to repay some of their pocket money for any damages they cause in the home. This can help children take responsibility for their actions; however, new consequences are added on to old ones, which makes time frames unrealistic and consequences irrelevant by the time they are implemented, which is not considered when they are reviewed.

Leaders and managers ensure that they follow safer recruitment procedures. This ensures that staff are fully checked before they work with children.

The effectiveness of leaders and managers: good

This has been a challenging time for staffing in the home. The home has experienced inconsistent staffing for children due to the use of different bank support staff during recruitment. The manager identified that the children struggle with staffing inconsistency and has worked to provide them with stability by utilising one regular bank staff member and permanently transferring another staff member from a sister home. There is now a stable staff team in the home, providing children with consistency.

The manager has good oversight of the home. All reports and plans include evidence of the manager's oversight. Managers produce weekly audit reports with clear actions for the upcoming week. Senior meetings take place fortnightly to discuss oversight of the home, plan for children and work on personal development. This ensures that the home is operating in line with regulation.

Staff receive regular supervision. Supervision sessions are supportive, focusing on reflective practice and planning for children; they also provide guidance on behaviour support strategies and how to work with risk assessments. Despite challenges, staff feel they are fully supported by the manager and enjoy working in the home.

Team meetings take place monthly and are well attended by the team. They are used to reflect on practice, ensure that staff understand and are working with children's individual risk assessments, and provide support. This helps promote collaborative working.

Professionals say that the manager and staff are resilient and committed to the care of the children they support and communicate well.

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 quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background; help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult; make decisions about the day-to-day arrangements for each child, in accordance with the child's relevant plans, which give the child an appropriate degree of freedom and choice; ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; and enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b) (2)(b)(iv)(vi)(ix)(c)(i)(ii)) In particular, the manager must ensure that staff implement children's day-to-day routines and support them in keeping their living spaces clean and tidy, which is necessary for their future	10 June 2025

plans to live independently. When children are overwhelmed by such tasks, staff must ensure that their living spaces are clean and tidy to promote good hygiene. The manager must ensure that damages in the home are repaired to a good standard, that there is enough seating for staff and children to eat together at the dining room table, and that broken furniture, such as the sofa and a child's headboard, is replaced.	
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 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— the effectiveness and any consequence of the use of the measure. (Regulation 35 (1)(a)(b) (3)(a)(vii)) In particular, the manager must ensure that the effectiveness of the use of financial consequences is reviewed.	10 June 2025
The registered person must maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c)) In particular, the manager must ensure that they have children's updated care plans on file following children's looked-after reviews and have suitable escalation plans in place for requesting statutory documentation.	10 June 2025

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: 2676372

Provision sub-type: Children's home

Registered provider: Resilience Residential Services Ltd

Registered provider address: 225, 5300 Lakeside, Cheadle SK8 3GP

Responsible individual: Amy Moulton

Registered manager: Amy Brooks

Inspector

Renée Sims, Social Care Inspector

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