

2682274

Registered provider: Vitality Care Residential Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private organisation. It is registered to provide care for up to 3 children with social and emotional difficulties.

The manager has been registered with Ofsted since July 2022 and is suitably qualified.

Inspection dates: 20 and 21 January 2026

Overall experiences and progress of children and young people, taking into account	outstanding
---	--------------------

How well children and young people are helped and protected	outstanding
---	-------------

The effectiveness of leaders and managers	outstanding
---	-------------

The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 5 March 2025

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/03/2025	Full	Outstanding
05/03/2024	Full	Outstanding
21/03/2023	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

At the time of the inspection, 2 children were living in the home. One child has lived there for 3 years, and another child had recently moved in. Since the last inspection, 2 children have moved on from the home. One child transitioned successfully into independent living after spending 3 years at the home. They continue to maintain positive relationships with staff and recently returned to spend Christmas with them, reflecting the enduring trust and emotional security they feel.

Children enjoy highly nurturing and trusting relationships with staff. Staff know the children exceptionally well and are highly attuned to their individual needs, personalities and interests. Children's hobbies are actively encouraged and celebrated, and staff demonstrate genuine enthusiasm for sharing and promoting the children's achievements. As a result, children feel valued, understood and confident to express themselves.

Children make excellent progress in education. The manager is a strong and persistent advocate for ensuring that each child accesses the most suitable educational provision for their needs. When one child was returning to school following a period of absence, the manager proactively collaborated with the school to create a carefully planned transition back into education. This approach led to a significant increase in the child's attendance and engagement. Staff proudly celebrate children's achievements, reinforcing children's motivation and sense of accomplishment.

Partnership working with external agencies is highly effective. Professionals consistently work together to ensure that children's needs are comprehensively understood and met. The manager is a strong advocate for children's rights and ensures their views are heard and acted upon. For example, when one child was unhappy with a proposed change to their long-term care plan, the manager ensured they had access to independent advocacy and supported them through the complaints process. As a result, the child's voice influenced decision-making, and their care plan was amended accordingly.

The home environment is warm, welcoming and well maintained. Photos of children and staff enjoying shared experiences are prominently displayed, creating a strong sense of community. Children are encouraged to personalise their bedrooms, enabling them to feel ownership of their space and enhancing their sense of belonging.

Therapeutic and trauma-informed approaches are fully embedded across the home. Staff demonstrate an excellent understanding of the impact of trauma on children's emotional wellbeing and behaviour. They respond with sensitivity, patience and curiosity to children's feelings and experiences. This consistent, attuned care means children feel safe, understood and supported. As a result, children have made excellent emotional, social and behavioural progress while living in the home.

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

Children receive highly effective help and protection that enable them to feel safe, secure and well supported. The number of incidents remains consistently low. This reflects the home's strong preventative approach and the trusting, emotionally secure relationships children have with staff.

A clear focus is placed on helping children to reflect, learn and develop responsibility. Safety plans are highly individualised and presented in a child-friendly format to ensure that children understand them and the reasons behind them. As a result, children engage in meaningful conversations with staff about their safety and are able to recognise why certain boundaries are in place.

Arrangements to anticipate and respond to children's needs are exceptionally well developed. Individual strategies are informed by a deep understanding of children's lived experiences and emotional worlds, ensuring that staff responses are consistently trauma-informed and sensitive. Staff demonstrate a highly skilled capacity to recognise early indicators of distress or escalation. They respond promptly, confidently and therapeutically, preventing situations from intensifying and helping children feel understood and able to control their feelings.

Children are supported to take age-appropriate risks that promote independence, resilience and confidence. Staff apply a thoughtful, balanced approach to risk management that protects children while enabling them to learn essential life skills and develop sound decision-making abilities. As a result, children grow in confidence and acquire practical skills that prepare them well for future transitions.

When children have specific or emerging needs, staff are supported to develop the knowledge and skills required to provide tailored, effective care. For example, when new information was shared about how one child processes and retains information, the manager ensured that all staff received relevant training. This led to the creation of bespoke, creative templates designed to meet the child's individual learning style, ensuring that information was shared in a way that was accessible and meaningful to them.

The effectiveness of leaders and managers: outstanding

The manager is exceptionally committed and consistently goes above and beyond to ensure that children receive the very highest standard of care. He has ambitious aspirations for every child and leads by example, creating a culture of reflection, learning and professional curiosity. His practice is firmly focused on securing positive outcomes, and he takes all necessary steps to achieve this.

The staff team is highly stable and well established, providing children with consistent and trusted relationships. Staff turnover is extremely low, with only one staff member

leaving since the last inspection. Staff speak very positively about leaders and managers, reporting that they feel well supported, valued and respected in their roles.

Comprehensive training, tailored closely to the needs of the children, equips staff with the knowledge, confidence and curiosity required to carry out their roles effectively. Regular consultations with a clinical psychologist further strengthen staff's ability to understand and respond to children's behaviour within the context of their lived experiences. This results in highly attuned, therapeutic care.

Leaders and managers have developed highly effective monitoring and auditing systems that provide a clear and accurate understanding of practice across the home. As a result, the quality of care remains consistently high, and outcomes for children continue to improve over time.

Team meetings are purposeful and regular and contribute significantly to strengthening practice. Leaders and managers use scenarios, quizzes and reflective discussions to develop staff understanding of policies, procedures and daily practice. As a result, staff are confident in their responsibilities, and a consistent, informed and child-centred approach is embedded throughout the home.

Feedback from external professionals and families is overwhelmingly positive. One professional described the staff and home as exceptional. Feedback from a family member highlighted the excellent care provided and recognised that 2 of the children have flourished while living in the home. This reflects the strong, sustained positive impact that the manager and staff have on children's lives.

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: 2682274

Provision sub-type: Children's home

Registered provider: Vitality Care Residential Limited

Registered provider address: 6 Central Avenue, Stoke-on-Trent ST2 9AR

Responsible individual: Alison Fitchford-Raji

Registered manager: William Sheldon

Inspector

Sophie Coogan, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

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

© Crown copyright 2026