

2700240

Registered provider: Upwards Residential Care Services Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned. It provides care for up to three children who have been affected by adverse childhood experiences that have led to associated trauma and complex behaviours.

The manager registered with Ofsted in May 2024.

Three children are cared for at the home. However, at the time of the inspection, there were two children present as one child is currently residing away from the home temporarily. Both children who were present were happy to take part in the visit and share their views.

Inspection dates: 4 and 5 November 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: 19 November 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/11/2024	Full	Good
21/02/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children experience consistently warm and trusting relationships with staff, and these relationships are central to their positive experiences of living in the home. Staff provide nurturing, emotionally responsive care that promotes children's well-being and sense of security. Children speak positively about their relationships with staff, feel listened to and express that they enjoy living in the home.

Staff actively promote children's voices and ensure they are heard in meaningful ways. When one child found it difficult to express their views or talk about past experiences, staff used creative and child-centred approaches to facilitate indirect communication. This sensitive and imaginative practice has enabled the child to feel listened to and supported, helping them to process and make sense of difficult emotions and experiences.

Staff place a high value on education and work proactively with teachers to support children's learning. Their collaborative approach ensures that children receive consistent educational support. Two children have made significant progress in relation to their educational attendance and achievement. These positive outcomes reflect the staff's commitment to helping children achieve their potential.

The importance of maintaining family connections is prioritised, with children supported to spend meaningful time with those who matter most to them. This has resulted in one child increasing the time spent with their family, reflecting growing trust and emotional stability in these relationships. In another instance, where time with family was having a detrimental impact, effective advocacy led to changes that better supported the child's emotional well-being and helped them feel more settled.

Children are actively encouraged to pursue activities that reflect their individual interests and talents. One child has embraced opportunities in the performing arts, regularly attending a drama club and participating in stage productions at local theatres.

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

Physical intervention is used only when necessary and remains a rare occurrence. When incidents do arise, interventions are proportionate and appropriate to the circumstances, with a clear focus on the safety and well-being of the child. Each incident is followed by reflective discussions with the child and those involved, which is an approach that supports learning. Managers have good oversight of restraints, reviewing records promptly and ensuring that all interventions comply with good practice.

Consequences are applied in a way that is proportionate and supports children's learning. A restorative approach helps children to reflect on their behaviour, understand its impact and make positive changes. Children's views are actively sought and recorded, ensuring that their voices are central to the process.

Since the last inspection, there has been one recorded medication error. Leaders and managers responded swiftly, seeking medical advice to safeguard the child's health and conducting a thorough investigation. As a result, targeted learning was implemented to refresh staff's understanding of medication procedures, and staff's competency in administering medication was reassessed. These actions have strengthened safeguards and ensured that systems are in place to minimise the risk of future errors.

Recruitment practices have been strengthened, demonstrating clear progress in safeguarding procedures. All necessary checks are rigorously completed to ensure that only individuals deemed suitable to work with children are appointed.

There have been occasions when children have gone missing from the home. In most instances, staff responded promptly and appropriately. They follow agreed procedures by searching known locations, maintaining contact and notifying the police without delay. Children are also supported on their return through reflective conversations that help them consider the risks of their actions. However, on one occasion, a child could not be followed due to insufficient staffing, which was not in line with the child's protocol. Leaders have taken action to address this shortfall by improving staffing arrangements to ensure that children's safety is prioritised.

Leaders and managers have not consistently ensured that risks associated with children's behaviours are fully understood or managed effectively. On two occasions, a child was allowed unsupervised time in the community despite known concerns relating to self-harm and suicidal ideation. These decisions resulted in the child requiring medical attention. There is limited evidence of reflective practice or timely review of preventative strategies following these incidents. As a result, opportunities to strengthen safeguarding measures were missed, and the child was placed at potential risk of harm.

The effectiveness of leaders and managers: good

The manager demonstrates unwavering dedication and commitment to the children, supported by an equally committed deputy manager. Children recognise and value this leadership, identifying the manager as a trusted and reliable adult who plays a significant role in their lives.

Managers create a positive and supportive working environment, where staff feel valued and well guided. Team members speak confidently about the quality of leadership, highlighting the benefits of regular supervision, accessible day-to-day support and clear direction. This contributes to a cohesive team culture and promotes good-quality care for children.

Staff benefit from a comprehensive training programme. In addition to completing mandatory training, they access specialist courses that enhance their understanding of the individual needs of children. The responsible individual has also recently reviewed the quality of online training and introduced a new improved platform. This demonstrates a commitment to continuous professional development and driving improvements in the quality of care.

While there has been some staff turnover since the last inspection, the impact on children has been minimal. This is due to the continuity provided by a core group of long-standing staff who remain committed to the home. These staff have established strong, trusting relationships with children, offering consistency and emotional security during periods of change.

The manager actively fosters strong relationships with external professionals. This was clearly demonstrated through regular, ongoing meetings regarding one child's stay in hospital. Feedback from professionals is very positive and highlights the manager's faultless communication and excellent understanding of children's needs. Professionals also commended the manager's unwavering commitment to children, particularly in not giving up on them when others had. This approach contributes significantly to helping children overcome experiences of rejection.

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; take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1) (2)(a)(i)(vi)) In particular, the registered person must ensure that children's risks are thoroughly assessed, with plans regularly reviewed and updated to provide clear guidance for staff on managing risks, minimising harm and promoting children's well-being. Furthermore, the registered person must ensure that children's plans are consistently followed and that staff take timely and effective action when concerns arise regarding a child's welfare.	17 December 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: 2700240

Provision sub-type: Children's home

Registered provider: Upwards Residential Care Services Ltd

Registered provider address: Suite 1, 4th Floor Building 1 Wilson Business Park,
Monsall Road, Manchester, Greater Manchester M40 8WN

Responsible individual: Michael Wren

Registered manager: Stephanie Mayer

Inspector

Carl Wilton, Social Care Inspector

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