

2739062

Registered provider: Unique Care Group Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private company. It provides care for up to 2 children with learning disabilities and who may experience social and emotional difficulties.

The manager registered with Ofsted in March 2025 and is suitably qualified.

At the time of the inspection, one child was living in the home. Another child recently left the home. This inspection focused on both children's experiences and both children were spoken to.

Inspection dates: 3 and 4 March 2026

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: 18 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/03/2025	Full	Good
12/03/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff skilfully help children to share their views, wishes and feelings using their preferred communication methods. When children experience barriers to communication, staff are creative in using play to support children to express their views. In addition, the manager arranges for children to receive support from independent advocates. This creates a nurturing and inclusive living environment where children are valued and their views are understood.

Children have positive and trusting relationships with staff. One child said that they rated the manager and staff as '100 out of 10'. The manager is proactive in arranging specialist services for support. For example, one child is being supported with their bedtime routines, and another child was provided with therapeutic support. As a result, children are provided with personalised care and support to reflect their individual needs and diversity.

Staff understand children's educational needs well. Staff establish consistent routines to support children's school attendance. Educational professionals speak positively about the quality of support for children and the advocacy of the manager. Staff encourage children's wider learning by helping them to develop their personal interests. One child enjoys dancing, cycling and playing football and another child enjoyed ice skating and volunteering at an animal sanctuary.

Children's bedrooms are thoughtfully designed to reflect their individual needs and diversity. The communal areas are comfortable with photos of the child living in the home. The garden provides a spacious area for children to relax and play. As a result, children are provided with a bespoke home environment that helps them to feel safe.

Staff understand how to support children's developing independence. One child is being supported to develop their self-care routines, and another child was supported to develop their budgeting, shopping and cooking skills. Since the last inspection, one child has moved to live independently. The child said that staff helped them to plan and prepare for their move.

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

Staff help and support children to live together safely. The manager and staff are positive role models and encourage children to be kind to each other. When children experience difficulties living together, the manager and staff work with external professionals to understand the reasons and take action to resolve any issues. As a result, children feel safe in a nurturing living environment and feel confident to share their views, wishes and feelings.

Children do not go missing from their home. A social worker and independent reviewing officer shared that the manager and staff understand children's individual needs and work with external professionals effectively to address these. Staff understand how to support children's independent time in the community. This helps children to learn about the risks in their community and children are confident in the adults supporting them.

Staff are trained to use physical interventions safely if these are required. Staff are provided with opportunities to reflect on their learning from incidents. As a result, children are supported by a staff team who understand how to support children in crisis. The manager and staff help children to share their views regarding any incidents using bespoke communication aids. This ensures that children feel listened to and become safer living in their home.

Allegations made by children are investigated by the manager and responsible individual effectively. Also, the manager and responsible individual are proactive in challenging external professionals. For example, concerns were raised about the delays in planning one child's long-term care and support. This helps children to feel safer and confident in the adults caring for them.

Overall, staff keep children safe online. There are monitoring systems in place to ensure that children are safe when using the internet. However, the surveillance system used to monitor one child's phone was very intrusive. Consequently, the child remained under surveillance when it was not necessary. While leaders and managers did take action to address the issue, this has the potential to restrict children's privacy.

The effectiveness of leaders and managers: good

The registered manager is suitably skilled, passionate and dedicated to providing children with nurturing care and opportunities to achieve their aspirations. The responsible individual is a supportive presence and develops positive relationships with children. Together, they provide effective leadership that ensures clear management oversight of children's care and staff practice.

Safer recruitment is understood by leaders and managers. Staff receive good quality and reflective training and supervision. This ensures that children are being cared for by staff who are suitably qualified and understand their needs. External professionals speak positively about the quality of care that children receive, partnership working and communication with the manager and staff team.

The manager understands the value of research in developing effective staff practice. For example, research has been used to evaluate children's individual needs. This has enabled the manager and staff team to advocate for specialist support. As a result, children are receiving personalised support that is reflective of their individual needs.

Effective monitoring systems are in place to support improvements in staff practice. For example, leaders and managers are proactive in reviewing any medication errors. There has been one medication error regarding a prescribed medication. The responsible

individual thoroughly investigated this. Staff were provided with further training to ensure they were competent to administer medication. As a result, there have been no further errors.

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 registered person may only use devices for the monitoring or surveillance of children if— the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children; the child's placing authority consents in writing to the monitoring or surveillance; so far as reasonably practicable in the light of the child's age and understanding, the child is informed in advance of the intention to do the monitoring or surveillance; and the monitoring or surveillance is no more intrusive than necessary, having regard to the child's need for privacy. (Regulation 24 (1)(a)(b)(c)(d)) In particular, the registered person must ensure that surveillance and monitoring systems used to safeguard children when using devices to access the internet do not intrude on children's privacy. In addition, children's placing authorities should provide full written consent.	10 April 2026

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: 2739062

Provision sub-type: Children's home

Registered provider: Unique Care Group Ltd

Registered provider address: 1st Floor St James House, Anchorage Avenue,
Shrewsbury Business Park, Shrewsbury, Shropshire SY2 6FG

Responsible individual: Kerry Tolley

Registered manager: Jake Johnson

Inspector

Siân Heffey, Social Care Inspector

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