

2743344

Registered provider: Serenity Care Children's Homes

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is managed by a private provider. It provides care for up to 3 children with complex emotional needs and children who have special educational needs and/or disabilities (SEND)..

At the time of the inspection, 3 children lived at the home. One child took up the opportunity to speak with inspectors.

The manager registered with Ofsted in August 2023 and is suitably qualified.

Inspection dates: 2 and 3 December 2025

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

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

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

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 4 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/03/2025	Full	Good
07/02/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children live in a welcoming and homely environment that is thoughtfully decorated. Positive affirmations are displayed throughout the home, and photographs of the children are prominently featured, creating a warm and inclusive atmosphere. Bedrooms are personalised and comfortably furnished, helping children feel secure and develop a strong sense of belonging.

Since the last inspection, one child has moved into the home and none have moved on, reflecting stability and allowing children to build trusting relationships and make sustained progress.

Children make good progress from their individual starting points. Staff support children to attend school and achieve their potential. When children experience difficulties with attendance, staff work closely with educators to develop strategies and implement alternative timetables that promote learning and participation.

Staff engage positively and naturally with children and with each other. Children are happy, relaxed and comfortable in their surroundings, supported by staff who know them well and nurture secure, trusting relationships.

The home includes stables for 2 ponies, providing children with opportunities to participate in their care as part of the therapeutic programme. This activity promotes responsibility, supports emotional regulation and fosters a sense of achievement while encouraging outdoor engagement and connection with animals.

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

Staff know children and their associated risks well. They understand how children's past experiences influence their current needs and ensure that risk and care plans are regularly reviewed and updated.

Staff consistently show children that they are valued, and children trust that staff will respond to their needs. This helps children feel safe and fosters a strong sense of connection.

Missing-from-home episodes have significantly reduced during the inspection period. When children go missing, staff follow agreed safety plans and use effective monitoring and reflective practice. Individual discussions help children identify strategies to stay safe, including reviewing incentives that promote safer, age-appropriate independence. As a result, incidents, particularly for one child, have notably decreased.

Staff help children recognise and understand the strong emotions they experience and how these influence their behaviour. Children are supported to develop strategies for

self-regulation, which has reduced incidents of unwanted behaviour linked to anger or distress.

Staff help children develop their understanding of appropriate behaviour through reflective one-to-one sessions. As a result, children are making better behaviour choices, which has significantly reduced aggressive incidents in the home.

The effectiveness of leaders and managers: outstanding

The manager and deputy manager demonstrate exceptional commitment to children, consistently prioritising their wellbeing. Their highly child-focused approach ensures that children feel supported, understood and valued, with a respectful and nurturing culture deeply embedded throughout the service.

The home is led by a strong and inspirational leadership team that sets a clear vision and consistently upholds exceptionally high standards of care. Leaders demonstrate pride in their team's achievements and foster a positive, motivated workforce. This culture of recognition and encouragement drives continuous improvement and results in outstanding outcomes for children.

Children are cared for by a consistent and stable team of staff who are highly trained and appropriately qualified. In addition to comprehensive training, staff benefit from the expertise of the clinical support team, which plays a pivotal role in enhancing the quality of care.

The manager develops highly effective partnerships with police community support officers, children's social workers and education professionals. These relationships are underpinned by regular, transparent communication and robust information-sharing. As a result, safeguarding arrangements are strengthened, risks are managed proactively and children benefit from well-coordinated support that promotes their safety, educational progress and emotional wellbeing.

The manager and staff strongly advocate for children to ensure that their plans are actively progressed. One child is preparing to leave care in the near future, and by working closely with all relevant professionals and family members, the team ensures that the child can navigate this crucial transition confidently and feel that their voice is heard.

Staff feedback reflects the positive and supportive culture in the home. One team member said, 'I feel very fortunate, after working at other homes, to finally be working at a home that matches our young people very well and goes above and beyond, in my opinion, for our young people.'

The manager communicates effectively with the responsible individual, providing an additional layer of management oversight. This robust arrangement ensures rigorous

scrutiny and effective monitoring, strengthening governance and driving high-quality assurance across the service.

The manager is dependable, highly experienced and demonstrates a comprehensive understanding of the home's operational strengths and areas for development. This insight drives targeted improvements and supports the delivery of consistently high-quality care. The manager's reflective approach and commitment to evaluating practice contribute to a strong culture of learning and progress, ensuring that children's needs remain central to every aspect of the service.

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: 2743344

Provision sub-type: Children's home

Registered provider: Serenity Care Children's Homes

Registered provider address: Tick Hill Farm, Caverswall Common, Caverswall, Stoke-on-Trent ST11 9EX

Responsible individual: Sandra Oulsnam

Registered manager: Alexander Hayward

Inspectors

Gill Rudkin, Social Care Inspector

Julia Thompson, 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 2025