

2766159

Registered provider: Unique Care Group Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company. It provides care for up to four children who have learning difficulties. Children may also have other conditions, such as autism or attention deficit hyperactivity disorder.

The manager has been registered with Ofsted since March 2025. She holds a Level 5 Diploma in Leadership and Management for Children's Residential Care.

Inspection dates: 9 and 10 March 2026

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	good
---	------

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

Date of last inspection: 28 August 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/08/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Three children were living in the home at the time of the inspection. They were present and either spoken with or briefly interacted with by the inspector. Children are happy and comfortable living in the home. Staff build meaningful relationships with children and understand their needs well. As a result, children get on well with each other. One child previously struggled to engage with their peers; however, due to positive role modelling from staff, they now join other children for teatime.

Children are offered a variety of activities. The manager and staff understand each child's individual interests and use this knowledge to arrange bespoke and enjoyable opportunities. Children take part in youth clubs, cycling, football and a range of in-house games. This promotes positive and stimulating experiences.

Since the last inspection, two children have moved into the home. The manager planned this move carefully, ensuring that all relevant details were gathered and that the child was supported through visits prior to moving in. This helped them build early trusting relationships with staff.

The home environment is welcoming and child-friendly. Leaders and staff ensure that it remains suitable for the needs of the children living there. Different coloured rooms have been created to support regulation and soothing. Staff take pride in the home and respond to any environmental concerns at the earliest opportunity.

Children's health needs are supported well. Leaders liaise with local services to arrange appointments within the home, ensuring children can access routine healthcare without unnecessary disruption.

Leaders and staff work well with families. One child's relative told the inspector, 'From being at [house name], they are so much happier than they were before. There are very few, if any, challenging incidents anymore. The change is absolutely astounding.'

The manager and staff support children to achieve positive educational outcomes. Staff understand children's individual educational targets, which enables them to provide bespoke support at home. Staff mostly communicate well with education professionals; however, on occasion important information has not been shared in a timely way. This has prevented professionals from holding the most up-to-date information about a child.

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

Children's plans are updated regularly to reflect new information about risks and needs. The manager ensures that the team of staff are kept informed of any changes, enabling them to notice shifts in children's behaviour or emerging patterns. As a result, the number of incidents in the home has reduced, with staff supporting children effectively.

There have been no allegations or complaints made by children since the last inspection. Staff regularly seek children's views and feelings, and the manager responds to any feedback received. This helps children feel able to communicate with a trusted adult if they feel worried.

Physical interventions are used proportionately and safely. When used, staff follow guidance and training. The manager ensures that debriefs take place with both staff and children involved. This enables oversight and provides assurance that interventions are appropriate.

Online safety arrangements are robust and effective. Staff are suitably trained and hold regular discussions with children about staying safe online. Children are increasingly confident in identifying concerning content when using the internet.

There are safe arrangements for the storage, administration and recording of medication. When medication errors occur, leaders respond promptly and explore the cause. Leaders investigate and share learning with the staff team to minimise the likelihood of further discrepancies.

The effectiveness of leaders and managers: good

A suitably qualified and passionate manager leads the team. She is supported by an experienced responsible individual and deputy manager. Together, they form a strong leadership team and provide staff with effective support for their professional development. This contributes to the good progress of children living in the home.

The manager's monitoring systems are consistent and effective. She has improved the home's auditing processes to ensure they contain relevant detail. The responsible individual also carries out robust audits, further strengthening oversight. This approach contributes to the good quality of care provided.

Leaders work well with external professionals. The manager has advocated on behalf of children to ensure they receive the support they require. This has enabled children to access beneficial services promptly.

Leaders support staff to access a wide range of appropriate training opportunities. Staff complete mandatory courses, including safeguarding, bullying and first aid. The manager has also worked with the family of one child to provide bespoke training on the use of a letter board. This has increased staff confidence and improved communication with the child.

Recruitment is mostly safe. However, on one occasion, leaders did not sufficiently explore a staff member's reference for which further checking was required. It was not clear how leaders assured themselves that this staff member was suitable to start work.

What does the children's home need to do to improve?

Recommendations

- As set out in regulations 31-33, the registered person is responsible for maintaining good employment practice. They must ensure that recruitment, supervision and performance management of staff safeguards children and minimises potential risks to them. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)
- The home should work in partnership with relevant people as appropriate to ensure that each child is provided with support (appropriate to their age and understanding) to communicate their views, wishes and feelings and participate as fully as possible in all aspects of their care planning and daily care. This may include the use of and support to use communication aids, equipment and/or any necessary language support. ('Guide to the Children's Homes Regulations, including the quality standards', page 22, paragraph 4.6)

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: 2766159

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: Louise Tolley

Registered manager: Alexandra Powell

Inspector

Chanel Bryant, 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 www.gov.uk/government/organisations/ofsted.

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