

2778898

Registered provider: Resilience Residential Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private company owns and operates this home. The home provides care for up to three children who may have social and emotional difficulties.

The manager registered with Ofsted in January 2024.

At the time of this inspection, 2 children were living at the home. Both children spoke with the inspectors about their experiences of living at the home.

Inspection dates: 24 and 25 February 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: 12 November 2024

Overall judgement at last inspection: good

Enforcement action since last inspection:

Ofsted received significant concerns regarding the operation of the home and the safety of the children residing there. A notice to suspend the home's registration was issued on 12 September 2025 to prevent children from being admitted to the home. This suspension was lifted on 23 October 2025.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/11/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last full inspection, two children have moved out of the home and two children have moved in. Children report feeling safe and settled.

Staff have a positive view of the children who they care for. Despite the challenging behaviour that children may present, staff work hard to engage them. This support helps children to feel confident about their relationships with staff and helps to improve their progress.

Children have a range of educational placements available to meet their individual needs. Engagement in education has proved challenging for some children. However, staff persevere in helping children to overcome any barriers to their learning. They have high aspirations for the children

Children are in good health. Staff ensure that they are registered with all primary healthcare services. Staff receive clinical oversight from the organisation's psychologist that provides them with opportunities to develop strategies to improve the emotional wellbeing of children. The arrangements for the controlled storage and administration of children's medication are safe and effective.

Staff recognise the importance of family relationships and ensure that these are promoted and improved. Staff demonstrate a detailed understanding of each child and their family relationships. They work proactively with parents and social workers to ensure that family time is a safe and positive experience.

Staff complete keywork sessions with children to help review their needs and areas of risk. These sessions give children the opportunity to reflect on their behaviour and discuss any worries they may have.

Staff ensure that children's wishes and feelings contribute to the care that they receive. Children's views are captured by staff through direct work, one to one conversation and planned meetings. This ensures that children can participate in the day-to-day decisions about their lives. Consequently, children feel listened to and engage positively with staff.

Despite some recent improvements being made to the communal areas of the home, children's bedrooms are not clean and safe. There is damage to light fittings, walls, and window restrictors and, a smoke detector is blocked which may affect its functionality, creating a fire hazard. This leaves children's bedrooms in an unsuitable condition and is not conducive to creating a nurturing environment where children feel safe and valued.

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

Children have individual risk management plans. These are regularly reviewed and include tailored strategies that help to keep children safe. These plans demonstrate that the staff have a clear understanding of the risks to children and have implemented effective strategies to reduce and manage the risks that they face.

Staff follow individual missing from care protocols that help to identify each child's vulnerabilities. Staff maintain effective communication with relevant agencies so that incidents are ended as quickly as possible. When a child returns from being missing from home, staff ensure that they are given the opportunity to speak to an independent person. This helps staff to understand the reasons behind the incident and to identify strategies to minimise the likelihood of future incidents.

Physical intervention is sometimes used to prevent children from harming themselves or others. The recorded accounts of two physical interventions lack sufficient detail around the intervention and the appropriateness of the actions taken. This shortfall in record-keeping means it is not possible to determine whether the intervention was carried out safely and in line with regulation.

Staff do not always take a strong or proactive approach in managing children's behaviour safely. There are occasions when staff do not take swift action to prevent an escalation of incidents. Furthermore, children are not supported to understand or safely manage their own behaviour.

Children are protected by the organisation's effective recruitment practices. Staff are thoroughly vetted and assessed as suitable before any appointment is confirmed. This rigorous procedure promotes the safety of the children by preventing unsuitable adults from working at the home.

The effectiveness of leaders and managers: good

The home is managed by an effective manager. She is a strong advocate for children and ensures that they are supported to make progress in their lives.

The manager is a good role model for staff and leads by example. She is visible in the home and works closely alongside staff and children. This enables her to have a good understanding of how children are feeling and provides her with effective oversight of the home.

Following two serious incidents, the manager and staff undertook a review, and significant learning was identified. As a result, staff now use more consistent and effective approaches to managing children's behaviour.

Although there have been some recent changes in the staff team, a core group of staff remain in place, providing children with continuity of care. New staff quickly become

familiar with their roles and develop the required skills and competencies required through their induction processes and training.

Staff say they enjoy working at the home and feel well supported by the manager. Staff receive regular, reflective, and child-focused supervision. Induction and probation processes are thorough, ensuring that new staff develop the skills required for their role.

Staff are provided with a range of training and development opportunities including access to both internal and external training courses. This supports staff to build the knowledge and skills to work effectively with children.

The manager has established good working relationships with external professionals, including the police, health professionals and placing authorities. This collaborative approach ensures that children benefit from the support and guidance from all agencies involved in their care.

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 positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to develop and practise skills to resolve conflicts positively and without harm to anyone de-escalate confrontations with or between children, or potentially violent behaviour by children. (Regulation 11 (1)(a)(b)(c) (2)(a)(iv)(xi)) This specifically relates to staff supporting children to be able to resolve conflict before it escalates.	20 April 2026
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 the premises used for the purposes of the home are located so that children are effectively safeguarded. (Regulation 12 (1) (2)(c)) This specifically relates to the manager and staff ensuring that the home specifically children's bedrooms are a clean and safe space for them to live.	20 April 2026

The registered person must ensure that— within 24 hours of the use of a measure of control, discipline, or restraint in relation to a child in the home, a record is made which includes— a description of the measure and its duration; details of any methods used, or steps taken to avoid the need to use the measure; the effectiveness and any consequences of the use of the measure. (Regulation 35 (3)(a)(iv)(v)(vii)) This specifically relates to ensuring that the managers review of physical interventions are detailed and balanced.	20 April 2026
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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: 2778898

Provision sub-type: Children's home

Registered provider: Resilience Residential Services Limited

Registered provider address: 11 Gatley Road, Cheadle SK8 1LY

Responsible individual: Amy Moulton

Registered manager: Amy Brooks

Inspectors

Dave Carrigan, Social Care Inspector
Sarah Billett, Social Care Regulatory Manager

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