

2792841

Registered provider: One Home UK Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately operated. It provides care for one child who may experience social and emotional difficulties and/or have learning disabilities.

At the time of this inspection, one child was living in the home. The inspector spoke to the child.

The manager registered with Ofsted in June 2024.

Inspection dates: 24 and 25 February 2026 and 17 March 2026

The inspection started on 24 February 2026. An inspector returned on 17 March 2026 to gather additional evidence in line with Ofsted inspections and visits: deferring, pausing and gathering additional evidence.

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: 6 January 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/01/2025	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The home environment is warm and welcoming. The child who currently lives in the home is making good progress. Staff know them well and provide thoughtful, nurturing and highly responsive care. The child said they like living in the home and that there are staff who they trust to keep them safe and that they feel comfortable sharing their feelings with. Professionals hold the home in high regard and praise the care that is offered.

Education is encouraged by staff, and the child has a bespoke package in place with a tutor who comes to the home. Staff ensure that the child has a lot of positive experiences that they enjoy, including trips to London, a pop concert and a lodge. Staff listen to the child, who can voice their views freely.

The child has been given the opportunity to care for their own rabbits, which is a source of great comfort. Staff complete direct work with the child in line with their needs and interests, and the manager has developed resources for staff to use to work on specific issues.

The child's physical and mental health needs are well met, and the provider has psychological support that is well used by staff. The child's complex mental health needs are well supported by staff, who come up with innovative ways to help the child to manage their daily life. When staff are new to the home and are less experienced, there is a comprehensive training package in place to help them meet the child's needs.

One child has moved out of the home during this inspection period. The child moved out in a planned way. When children move in or out of the home, their needs are thoroughly considered by the manager.

Staff are very child focused, and their interactions with the child are recorded in detail. However, some of the recordings are written in a way that would not be meaningful or helpful for the child to read. In addition, staff, including managers, do not have a thorough understanding of the child's life history.

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

Staff keep the child safe. Staff manage the child's complex needs well. Comprehensive safety plans are in place to guide staff in how best to support them. When serious incidents occur, these are handled effectively. Since moving into the home, the child has become safer, with a noticeable reduction in both the frequency and severity of self-harm incidents.

One professional said, '[Name of child] is definitely a much happier child since moving in and their self-harm has reduced.'

The child is provided with consistent boundaries and understands what to expect from staff, which contributes to their sense of safety. They trust that staff will support them in any situation, and staff respond with sensitivity during times of difficulty. Consequences are rarely used, as the home places greater emphasis on positive rewards and reinforcement.

Staff are recruited safely, and a comprehensive induction process is in place. Bespoke training is provided in line with the child's specific needs, and when staff identify gaps in their knowledge, additional training is arranged. This ensures that all staff have the skills required to keep the child safe.

Medication checks occur daily and are thoroughly recorded. There has been an incident where the child was able to take medication that had not been stored safely. There was a thorough investigation, and there are now appropriate safety measures in place.

On some occasions there have been shortfalls in staff practice. The leadership and management team have been quick to identify this and manage this in line with their policies and procedures. This means that the child remains cared for by adults who are safe to do so.

The effectiveness of leaders and managers: good

The registered manager is suitably qualified and experienced. He has a good understanding of the home's strengths and weaknesses and of the needs of the child in his care. He ensures that the child's needs are prioritised. This filters down through the team, and the child currently living at the home said they have confidence that the manager will get things done.

When there are challenges in the home, the manager confidently addresses any issues and raises them promptly with the local authority. The manager advocates for the children in his care to ensure that the right support is in place. When the home cannot meet the needs of the child, the manager makes significant efforts to rectify this prior to any decision being made for a child to have to move out.

There have been difficulties with a number of staff members leaving, and this has impacted on the child. However, new staff have been recruited who have quickly built good relationships with the child and the rest of the staff team. Staff say they enjoy working in the home and are very positive about the support that they receive from the managers.

The management team have supportive relationships with each other and positive relationships with other professionals, who say that communication is very good. Team meetings take place regularly, and there is weekly opportunity for staff to talk to the psychologist who visits the home. The manager encourages open and collaborative working.

Training for staff is up to date, and all staff have completed or are enrolled on to National Vocational Qualification courses. Supervision sessions are regular but are not always reflective. There are other opportunities for reflection, such as in team meetings and staff discussions, but supervision lacks reflection overall.

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

Recommendations

- The registered person should ensure that staff are provided with good-quality supervision sessions that give them opportunities to reflect on their practice and to discuss their ongoing development within the timescale set out in the statement of purpose. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.2)
- The registered person should ensure that staff understand their important role in encouraging the child to reflect on and understand their history, according to their age and understanding. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.5)
- The registered person should ensure that staff understand the importance of careful, objective and clear recording. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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: 2792841

Provision sub-type: Children's home

Registered provider: One Home UK Care Limited

Registered provider address: Burley Heyes, Arley Road, Appleton WA4 4RS

Responsible individual: Conor McGough

Registered manager: Shane Kipps

Inspectors

Amy Groom, Social Care Inspector
Julie Elder, Social Care Inspector

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