

2800079

Registered provider: United Children Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and was registered with Ofsted in December 2024. It provides care for up to three children with social and emotional difficulties. There was one child living in the home at the time of the inspection.

The manager registered with Ofsted in December 2024 and is suitably experienced.

Inspection dates: 7 and 8 April 2025

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: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

One child has moved into the home since it was registered. This was managed sensitively. The child visited the home and met staff before moving in. This helped the child to settle quickly, and they are making good progress.

Staff are nurturing towards the child and take time to get to know them. This practice helps staff to understand the child's background. They encourage the child to share their views and contribute to decisions made about the home and their care. This helps the child to build trusting relationships, as they are confident that staff will listen to them. The child was spoken with as part of the inspection. They are positive about the care they receive.

There are opportunities for the child to pursue their interests and take part in activities of their choice. For example, the child enjoys visiting local theme parks and going shopping. Staff support the child to develop their independence skills. They are encouraged to cook and develop budgeting skills. This increases the child's confidence and prepares them for adulthood.

When there have been barriers to the child's learning, the manager and staff have worked well with education professionals to identify a suitable education placement for the child to attend. As a result, the child is now attending school daily and making progress with their learning.

Staff help the child to plan time with friends and family members. This supports the child to maintain positive relationships with those who are important to them.

The child is registered with health services and attends routine health appointments. Staff work well with health professionals who support the child's emotional health and well-being. However, two actions identified in the child's health assessment have not been completed within a reasonable time. This means all the child's health needs are not yet fully understood.

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

Staff respond well when the child is upset and wants to harm themselves. They encourage and enable the child to access support from services who specialise in supporting their emotional health and well-being. As a result, the child is developing strategies to keep themselves safe.

Managers and staff spoke confidently about their safeguarding responsibilities. The child can identify trusted adults and feels safe.

Positive behaviour is promoted by staff. Physical restraint has been used on two occasions. This was proportionate and used as a last resort to keep staff and the child safe from harm. Staff offer the child opportunities to speak about any incidents and explore their views. This helps staff to develop plans and identify effective strategies to support the child and reduce incidents.

There are effective safer recruitment processes in place. This reduces the risk of the child being cared for by an unsuitable person.

The staff understand the child's vulnerabilities and risks and respond to these appropriately. However, risk assessments contain information which is not always relevant and current. This makes it difficult for new staff to have a clear understanding of the child's risks and risk management strategies. To date, this has not had a negative impact on the child.

The effectiveness of leaders and managers: good

The manager is enthusiastic and dedicated. She is motivated to develop staff practice to ensure that the child's experience of living in the home continues to be positive. She has high expectations of the child and staff.

The child's identified needs are understood by the manager. She uses monitoring systems effectively to review the quality of care in the home and is clear about the progress that the child has made.

Staff work well as a team to support the child. They feel support by the manager. One member of staff said, 'Whenever I need help, she always listens, and I see how hard she works to put things in place to improve the home.'

Monthly supervision and team meetings take place with staff. This provides them with opportunities to reflect on the child's experiences and discuss any training or development needs they have.

The manager and staff have good relationships with partner agencies. One external professional said, 'Communication is great. When I read the reports sent to me, I am really happy with how staff are speaking with [name of child], and that they are curious.' This good practice strengthens the support the child receives, and they benefit from consistent responses from the people who support them.

The child receives appropriate care and support from staff. However, two staff members have not had training in behaviour management and physical intervention. This could impact on their ability to fully support the child.

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 health and well-being standard is that— the health and well-being needs of children are met. children receive advice, services and support in relation to their health and well-being; and children are helped to lead healthy lifestyles. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— achieve the health and well-being outcomes that are recorded in the child's relevant plans. take part in activities, and attend any appointments, for the purpose of meeting the child's health and well-being needs. (Regulation 10 (1)(a)(b)(c) (2)(a)(i)(iii)) This specifically relates to the provider's response to review, identify and implement actions set out in children's health plans.	21 May 2025

Recommendations

- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording, and that children's risk assessments are clear, accurate and concise. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)
- The registered person should ensure that all their staff have been adequately trained in the principles of restraint and any restraint techniques appropriate to the needs of the children the home is set up to care for as defined in the home's statement of

purpose. ('Guide to the Children's Home Regulations, including the quality standards', page 49, paragraph 9.57)

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: 2800079

Provision sub-type: Children's home

Registered provider: United Children Limited

Registered provider address: Woodlands, Festival Way, Stoke-on-Trent, Staffordshire ST1 5SG

Responsible individual: Post vacant

Registered manager: Juliet Kanda

Inspector

Kirsty Truesdale, Social Care Inspector

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