

2807561

Registered provider: Excel Residential Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is operated by a private company. It is registered to provide care and accommodation for up to two children who have had adverse childhood experiences.

One child was living at the home at the time of the inspection. The child was were spoken to by the inspector during the inspection.

The registered manager left their role on 30 June 2025. A new manager has been appointed and took up position in July 2025. She is not yet registered with Ofsted. The manager was not available for this inspection. The inspection was led by the deputy manager.

This is the home's first inspection since it was registered in December 2024.

Inspection dates: 8 and 9 July 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 applicable

Overall judgement at last inspection: not applicable

Enforcement action since registered: none

Inspection judgements

Overall experiences and progress of children and young people: good

Since the home opened in December 2024, three children have lived at the home. One child spent a short time at the home while their home was being refurbished. Another child moved out of the home as staff were unable to keep them safe.

Children receive good-quality care from a nurturing and resilient team of staff who put children at the centre of their practice. Staff are knowledgeable and attuned to the needs of the child and provide the child with a stable, warm and loving home. As a result, the child is making progress in education, their understanding of risk has improved, and they are starting to build trusting relationships with staff.

Children are supported to progress educationally. Staff have high aspirations for children, and they ensure that they have access to education that is appropriate to meet their individual needs. When children are unable to attend school, staff work closely with education professionals to ensure that bespoke plans are in place, so that children still have access to learning.

Children are supported by staff to have good physical and mental health and well-being. Staff help children to attend their routine health appointments and seek specialist support when required. They encourage children to have a healthy, balanced diet and participate in regular physical activities.

Children enjoy a range of activities both in and outside the home. Staff encourage the child currently living in the home to develop their own hobbies and interests. For example, the child has visited museums and theme parks, and they are due to start attending a local gym, and improvements to the garden are underway to create a vegetable plot. Because of this, the child's confidence and self-esteem have improved. The child is invested in their home and has gained a sense of belonging.

Children have various opportunities to have their say. Staff consult with children regularly, encourage children to attend meetings about their care and have lots of chats around their future aspirations. This means that children can influence their care and feel included in decisions that affect them.

Children are supported by staff to spend time with their families and friends. This ensures that children continue to build relationships and attachments with those people who are significant to them. In addition, parents are happy with the care staff give to children. One parent said, 'His welfare is the utmost priority to all staff, and I am updated on a regular basis not just with issues but milestones and achievements. I am confident that when [name of child] returns home, he will have a better outlook on life, better habits and be a much happier person.'

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

Staff work hard to keep children safe and protected from harm. While there have been some significant incidents that, at times, have required additional support from police, staff have responded well to risk. They have worked well with partner agencies to promote children's safety.

Children's written plans are detailed, therapeutically informed and kept up to date. Comprehensive behaviour support and safety plans provide staff with clear guidance and strategies to support children. Effective oversight by managers ensures that staff always have up-to-date guidance to mitigate risk.

When there are safeguarding concerns, managers promptly share information with professionals. Multi-agency meetings are held to ensure that there is a collaborative, consistent approach and strategies are put in place to safeguard children.

Physical intervention is used as a last resort. There is effective management oversight of all incidents. Following the use of physical restraint, managers ensure that children and staff are spoken to. This ensures that intervention, when used, is necessary and proportionate and reflection is in place to support learning and improvements to staff practice.

When children go missing from home, staff work efficiently with the police to ensure that children are returned home quickly. Return home interviews are consistently completed, to understand why children go missing. When risk escalates, staff work with partner agencies to reduce risk.

Staff talk to children about important topics such as internet safety, substance misuse, exploitation and healthy relationships. Staff are curious and sensitive in their approach. They use published research and high-profile news topics to explore children's thoughts. This supports children to be informed and helps them to keep themselves safe.

The effectiveness of leaders and managers: good

Since the home opened, there have been significant changes in the organisation, leadership and management of the home. A new manager and a new director of care have recently started in post. The responsible individual is due to change imminently. Overall, these changes have been positive and have supported improvements in senior leaders' oversight of the home. There is a stable, core staff team and a highly diligent and competent deputy manager. This has reduced the impact of the changes on the child and staff.

Managers have effective systems in place to monitor the quality of care. Managers complete regular audits and, as a result, they quickly identify and take action to rectify shortfalls in practice. Reflection is embedded and promotes a culture of learning and

continuous development. Monitoring systems enhance the oversight from senior leaders and clinical staff and further support the development of staff practice.

Thorough consideration of children's circumstances and vulnerabilities prior to them moving into the home helps staff to understand children's needs. Managers complete an impact risk assessment before any new children are placed in the home. This includes input from a range of people, including the child, staff and relevant professionals. This broad consultation by the manager means they can consider all aspects of risk before the child is placed. Additionally, when children move on from the home, managers and staff reflect on the child's time at the home and ensure that, if required, learning is in place to promote safety and stability for children.

Staff feel well supported by leaders and managers, who are approachable and available. Managers provide staff with regular, high-quality, practice-related supervision and time to reflect in monthly team meetings. The clinical team further supports staff through clinical supervision and provides guidance on how to care for the children. These systems foster staff development, promote effective teamwork and consistency of care for children. They also support staff's emotional well-being and build resilience.

Staff receive good-quality training that helps them provide support that meets the specific needs of children, for example training in self-harm, missing from home, exploitation and radicalisation. This has equipped staff with the skills and knowledge to aid them in their role.

Partnership working is a strength of the home and ensures that children are well cared for and supported. The staff and managers are strong advocates for children. They challenge other professionals effectively to ensure that children's rights are promoted. As a result, children feel valued and listened to. Feedback from professionals and parents alike was very positive. One professional said, 'Communication is really good. Staff respond well to risk. Staff seem caring. They want the best for [name of child]. They are building rapport and have genuine concern for them.'

No requirements or recommendations were raised at this inspection.

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: 2807561

Provision sub-type: Children's home

Registered provider: Excel Residential Care Limited

Registered provider address: 5 Rockside, Mow Cop, Stoke-on-Trent ST7 4PG

Responsible individual: Ian Scragg

Registered manager: Post vacant

Inspector

Sonia Sullivan, Social Care Inspector

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