

SC412385

Registered provider: Unity Residential Care Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private provider operates this home. It provides care for up to three children who have experienced childhood instability that has resulted in trauma and associated complex behaviours, and for children who have special educational needs and/or disabilities (SEND).

Two children were living at the home at the time of this inspection. The inspector spent time with and observed both children during the inspection.

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

Inspection dates: 4 and 5 November 2025

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 18 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/03/2025	Full	Good
28/11/2023	Full	Good
24/01/2023	Full	Good
21/09/2021	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children have made significant, sustained progress since living at the home. The manager and staff go above and beyond to ensure that children are provided with the best possible care, opportunities and experiences. As a result, the children are happy and thriving.

Children benefit from living in a comfortable, spacious and well-maintained home. The home is welcoming, warm and has a family atmosphere. Pictures of the children, pieces of their artwork and certificates of their achievements are proudly on display. Books, toys and games are easily accessible, providing children with plenty of in-house activities. Each child's bedroom is personalised to their own individual tastes. This homely environment provides children with a home they deserve and allows them to gain a sense of belonging.

The quality of the relationships between staff and children is exceptional. Children have built incredibly strong relationships with staff. Relationships between staff and children are warm, affectionate and loving. Staff are continually curious about, and reflect on, how they can help children grow in all areas of their lives. This helps children to build trust and to feel safer and relaxed in their surroundings.

Staff promote the importance of education. As a result, both children are now enjoying being in full-time education. Staff advocate for children's education effectively and work closely with professionals to ensure the best possible academic outcomes are achieved for children. This support helps children to grow in confidence and improves their self-esteem. It also provides them with a better opportunity to reach their full potential.

Children's physical and emotional health needs are expertly met. There are strong links with health professionals and specialist services. The manager and staff have ensured that children have had a plethora of vital health assessments, which have been integral to ensuring that children have access to the specialist support that they need.

The manager and staff are extremely creative in ensuring that children have access to experiences in a fun and informative way that does not make them feel overwhelmed or anxious. For example, the manager set up a sensory bonfire and firework display, using whistling balloons, bubbles and lights. This innovative approach allowed children to experience bonfire celebrations without the loud noises that can cause them distress.

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

Leaders have created an excellent safeguarding culture in the home. All staff understand the children's risks and vulnerabilities. There are consistent structures, routines and boundaries in place. Children receive predictable care, and they know what is expected of them. This helps them to feel safe and secure.

The manager and staff know the children exceptionally well. They are attuned to their needs, vulnerabilities and differing communication styles. Staff are highly skilled at de-escalating potential incidents when children are feeling anxious or frustrated. As a result, there are minimal incidents in the home.

The manager ensures that staff are provided with the specific information that they need to care for children effectively and safely. Information from professional assessments is incorporated into children's written plans. These strategies and knowledge learned through research are embedded into staff practice. This approach has strengthened staff understanding and resilience, which is making a significant difference to the children's lives.

Staff ensure that children understand how to raise a concern or complaint. They complete regular consultation with children on their wishes and feelings in a meaningful way that children understand.

Staff are proactive and sensitive in their approach to supporting children. They help children to understand how their actions impact on others and how to keep themselves safer. Staff complete targeted, child-focused work with children, which is fun and easy to understand. Consequently, children develop an understanding of the world around them and appropriate social behaviours. Children develop positive relationships and learn how to be kind to one another.

The effectiveness of leaders and managers: outstanding

The manager is a confident and inspirational leader. She leads by example, providing highly effective leadership. The manager is ambitious and has high expectations and aspirations for the children and staff. This leadership inspires staff to provide exceptional care. Managers have created an open and inclusive culture that places children at the centre of practice.

Leadership, management and staff cohesion are clear strengths of the home. This cohesion ensures the safety and welfare of children. The manager and the responsible individual have highly effective oversight of the home. They robustly scrutinise incidents to provide constant evaluation of staff practice and highlight children's changing needs. Staff supervision and child-focused team meetings, supported by the clinical team, are highly effective management tools. These processes ensure that staff provide care that consistently exceeds good for children.

The manager is creative, diligent and is constantly looking for new ways to support staff to sustain the highest quality of care for children. Research and access to specialist training underpin staff practice. This has strengthened staff's understanding of the children's specific needs and how to support children more effectively. The manager has also completed assessments of staff's personality and communication styles. This has been beneficial in improving teamwork and consistency of care for children.

The manager and staff have extremely effective working relationships with external agencies and schools to ensure the best possible care, experiences and futures for children. Professionals speak very highly of the quality of care provided and the standards of communication maintained by the manager and staff. One professional said:

'Children have come along leaps and bounds. They have been allowed to develop their own personality. Staff are doing a fantastic job. They interact with them remarkably. The manager has a passion second to none. She strives for the best for these kids. Communication is excellent.'

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: SC412385

Provision sub-type: Children's home

Registered provider: Unity Residential Care Services Limited

Registered provider address: 2 Lyme vale Court, Lyme Drive, Parklands, Stoke-on-Trent ST4 6NW

Responsible individual: Sarah Knapper

Registered manager: Lucy Hart

Inspector

Sonia Sullivan, Social Care Inspector

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