

SC473699

Registered provider: Unique Care Homes Support 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 up to 6 children who may experience social and emotional difficulties. At the time of the inspection, 4 children were living in the home, 3 of whom were spoken to and provided feedback during the inspection.

The manager registered with Ofsted in January 2025 and is suitably qualified.

Inspection dates: 6 and 7 January 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: 14 January 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/01/2025	Full	Good
09/05/2023	Full	Good
14/06/2022	Full	Good
11/01/2022	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Children benefit from living in a home where their views are valued and acted upon. They have regular opportunities to express their wishes through a variety of forums, and staff listen and respond effectively. Children are actively involved in planning activities and events, including holidays, which promotes a strong sense of belonging and achievement. One child described their recent holiday as 'the best experience ever', reflecting the positive impact of these opportunities.

Children are supported to develop independence skills that prepare them for adulthood. Staff work alongside children to encourage them to take on new tasks and responsibilities, helping them feel confident and ready for future moves.

Education and learning are prioritised in the home, and success is celebrated. Education packages are tailored to children's individual needs. When a child has struggled to maintain a school placement, staff have collaborated with professionals to develop an alternative education plan that meets the child's needs and promotes learning and progress.

Moves into the home are well planned. The manager ensures that the child has the option to visit the home and meet staff and other children prior to moving in. The needs of the children already living in the home are taken into consideration, and new admissions are carefully planned to create compatibility and stability.

Children are encouraged to personalise their bedrooms, which helps them feel comfortable and valued. They have access to communal spaces as well as private areas for time alone. Staff provide practical support and reassurance when children find tasks, such as keeping their rooms tidy, challenging.

Children have access to a range of health services, and children's health needs are prioritised by staff. Staff have not considered what additional support could be offered to children in relation to smoking and vaping to help children understand the impact of this on their health.

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

Children said they feel safe living in the home. They can identify staff who they would discuss any concerns or worries with. Staff work alongside the children and other professionals if they consider a child to be at risk and implement strategies and responses that help reduce these.

Incidents of children going missing from home are rare. Since the last inspection, there has been only one such occurrence. Staff follow well-established procedures and

statutory guidance when a child leaves the home, ensuring swift and appropriate action to safeguard them.

Staff are skilled in supporting children to manage their emotions when they feel upset or anxious. They respond calmly and consistently, which reassures children and helps them feel secure. Staff receive specialist training in de-escalation techniques, and restrictive practices have not been used since the last inspection, demonstrating a commitment to positive behaviour management.

Risks associated with internet use and social media are understood by staff. These issues are discussed openly with children, and appropriate restrictions are implemented in line with individual care plans. Staff help children learn how to keep themselves safe online.

Risk assessments are detailed and regularly updated to reflect children's vulnerabilities. The manager has not ensured that all staff have read these updates promptly so that safe care can continue to be delivered effectively.

The effectiveness of leaders and managers: good

The home is led by a suitably qualified and experienced registered manager who provides a strong, child-centred approach to care. The manager creates a warm and welcoming environment where children feel valued and enjoy living. Children spoken to during the inspection confirmed that they are happy in the home.

The manager has implemented effective systems to monitor children's progress and regularly reviews the quality of care provided. Innovative tools have been developed to help children understand and celebrate their achievements, which are shared with them. The manager knows the children well and demonstrates a clear commitment to their individual needs.

Partnership working is a strength of the home. Professionals report that the manager communicates effectively, shares information appropriately and advocates strongly for children. One professional described the manager as 'wanting what's best for the children', which reflects the collaborative approach that promotes positive outcomes.

Staff receive regular supervision and describe a supportive and inclusive work environment where they feel valued. There is a strong management presence in the home, and training opportunities are prioritised. This ensures that staff are confident and knowledgeable in meeting children's needs, contributing to a consistent and therapeutic approach across the team.

The manager has high aspirations for children and promotes continuous learning in the staff team. Training and development are discussed in supervision and team meetings, and there is evidence of the manager challenging practice and providing clear guidance. This reinforces high standards and ensures that children receive high-quality care.

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

Recommendations

- The registered person should ensure that, in line with the ethos of the home, children are offered advice, support and guidance on their health and wellbeing. Staff should have the relevant skills and knowledge to help children understand and, where necessary, work to change negative behaviours in key areas of health and wellbeing, such as vaping. ('Guide to the Children's Homes Regulations, including the quality standards', page 34, paragraph 7.10 and page 35, paragraph 7.18)
- The registered person should ensure that staff have the knowledge and skills to recognise and be alert for any signs that might indicate a child is in any way at risk of harm. The registered person should ensure that skills in safeguarding are gained, refreshed and recorded in the home's workforce plan. All updated assessments should be shared and understood by staff. ('Guide to the Children's Homes Regulations, including the quality standards', page 43, paragraph 9.12)

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: SC473699

Provision sub-type: Children's home

Registered provider: Unique Care Homes Support Limited

Registered provider address: Maybrook House, Third Floor, Queensway, Halesowen, West Midlands B63 4AH

Responsible individual: Katie Harrison

Registered manager: Elaina Harrold

Inspector

Lisa Richards, Social Care Inspector

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Piccadilly Gate
Store Street
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