

2807363

Registered provider: Serenity Care Children's Homes

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home registered with Ofsted in December 2024 and is privately owned. It provides care for up to two children who experience social and emotional difficulties and/or learning difficulties.

A manager has been in post since April 2025 and has submitted their application to register with Ofsted. The interim manager was present on day one of the inspection, and leaders from the provider were present during day two.

At the time of the inspection, two children were living in the home. The inspector spent time with one of the children. One child was on holiday and wrote to the inspector.

This was the first inspection of the home since registering.

Inspection dates: 23 and 24 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 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

The children are happy living in the home. Staff have warm and nurturing relationships with the children. Staff support children to live together well, and children have positive relationships with staff and each other. This helps them to feel safe and secure, and as a result, the children have experienced a period of stability.

Both children have recently moved into the home. Their moves into the home were managed effectively, with careful consideration given to their needs and wishes. One child was involved in decorating the home with welcome gifts for the other child, which they really enjoyed and was a positive experience for them.

Staff place the well-being of the children at the centre of their practice. They look beyond children's presenting behaviours. They provide reassurance and strategies to help the children to express themselves. For example, one child has been provided with a safe space to regulate their emotions. Where communication is difficult, the staff work tirelessly to understand the child's method of communication and identify the child's different approaches when expressing themselves.

Staff actively promote the importance of education. They are persistent in their approach to support attendance. As a result, one child's attendance has improved. Staff are ambitious for children to develop their learning. One child is not in education; staff have introduced sensory play and educational activities. They actively encourage the child to learn through speech and play. As a result, the child's vocabulary has increased.

Leaders and staff are highly motivated to ensure that the children experience meaningful and memorable childhood moments. The children lead active lives, and staff encourage them to explore new hobbies and interests. One child is currently attending the gym regularly and has experienced a holiday with staff. The other child goes to soft play and visits the park with staff. These opportunities support children's social development and build self-esteem.

Staff establish strong relationships with professionals. Feedback from professionals is positive, highlighting the quality of staff support and communication. Professionals acknowledge the efforts made by staff to develop a thorough understanding of the children's needs, which has supported their progression.

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

Staff understand the children's vulnerabilities and needs. When new vulnerabilities are identified, they work closely with the relevant professionals to coordinate risk assessments based on the children's needs. Regularly updated assessments mean that staff understand any new behaviours and vulnerabilities. There are clear and

effective links with professionals and important safeguarding authorities to ensure that risks are minimised for the children.

Staff understand online safety risks and have well-developed strategies in place to keep children safe. Internet filters are installed on children's devices so that use can be managed effectively and children are safeguarded. Staff have regular meaningful discussions with the children. Staff adopt a sensitive approach, offering reassurance when discussing difficult topics. This enables the children to feel respected and contribute to their own plans. As a result, there has been progress in recognising positive relationships.

Staff respond to missing-from-home incidents well. They follow the home's policies and procedures to ensure the safe return of the children as soon as possible. Management oversight is strong and effective. As a result, incidents are minimal.

The manager and staff receive clinical support and guidance to develop therapeutic skills and understanding of children's behaviours and their impact. When occasional incidents of self-harm occur, staff use appropriate methods of intervention and their understanding of the children's individual ways of communicating to reassure and support them. There have been no physical interventions within the home. This is testament to the care and support that the children receive.

The use of consequences is minimal. Instead, staff adopt a restorative approach that prioritises repairing harm caused by incidents. The children participate in this process alongside staff, strengthening their relationships and promoting positive change.

Staff maintain a safe and secure living environment for the children. Regular environmental checks are conducted to ensure compliance with safety standards. Medication is stored securely, with detailed records maintained on its administration.

The effectiveness of leaders and managers: good

The new manager is experienced and motivated, and there is a strong child-focused ethos embedded within the team. The commitment to achieving positive outcomes for the children is central to all practice and decision-making. The manager is committed to the progression of the children and persistent in advocating on their behalf and to ensure that their needs are met. The manager is supported by a strong leadership team.

Leaders and the manager implement robust monitoring systems to evaluate the quality of care provided. They maintain a clear understanding of the home's strengths and areas for development, using this insight to shape future practice and enhance the children's experiences. There is a strong ethos of continuous improvement within the home.

Staff morale is high. Staff speak extremely highly of the manager and leaders. Staff say that they are approachable and supportive. Staff enjoy their jobs. The

commitment of staff to the care of children is consistent due to the culture that has been created.

Staff receive good-quality, reflective supervision. Leaders and the manager seek to provide staff with opportunities to develop their skills. There are comprehensive development plans in place that are regularly reviewed to develop knowledge further to support children. This actively improves the quality of care that staff provide for the children.

Management oversight of incidents is thorough and well evidenced in reports. Reviews are detailed and reflective of the child's needs, highlighting areas for improvement and learning to prevent similar incidents from recurring.

Staff recruitment processes prioritise safety. New staff undergo a comprehensive induction, supported by varied training tailored to their roles. As a result, children are cared for by suitable adults.

No requirements or recommendations have been made following 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: 2807363

Provision sub-type: Children's home

Registered provider: Serenity Care Children's Homes

Registered provider address: Tick Hill Farm, Caverswall Common, Caverswall,
Stoke-on-Trent ST11 9EX

Responsible individual: Sandra Oulsnam

Registered manager: Post vacant

Inspector

Julia Thompson, Social Care Inspector

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