

# SC470645

Registered provider: SureCare Residential Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home provides care for up to four children who have experienced significant trauma in their lives. It is one of a small group run by an independent provider.

The manager registered in May 2023.

### Inspection dates: 26 and 27 September 2023

**Overall experiences and progress of children and young people, taking into account**      **good**

How well children and young people are helped and protected      good

The effectiveness of leaders and managers      good

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 27 September 2022

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
27/09/2022	Full	Good
22/07/2021	Full	Outstanding
13/06/2019	Full	Good
17/01/2019	Interim	Sustained effectiveness

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Four children were living at the home at the time of the inspection. They are all making good progress. Staff work hard with the children and their families to support children's progress and goals. One child is applying to join the Armed Forces. Another child is making plans to set up their own business and is learning how to write a business plan. Staff talk about the children's achievements with pride.

Children and staff have built warm, loving relationships. There is a lot of humour at the home. Children know they can trust the staff, and this shows in their interactions. Staff value the children's views. They encourage them to contribute to all aspects of the home. The children have proposed a new children's guide to welcome new children. They have also contributed to the recruitment process for new staff.

Feedback from parents and professionals is very positive. They are clear that the communication is a strength. Parents say that staff are supportive and care about them as well.

All children engage in education. They understand that learning is important and that staff will do everything they can to support them. Staff identify children's areas of strength and help them to develop. One child is a talented painter and is very proud to have two paintings on the wall. Another child has applied to join a transgender choir and has visited a local transgender group. Staff embrace children's emerging identity and diversity.

Staff support children's health through a good diet, plenty of sleep and positive emotional well-being. Staff accompany children to their health appointments. They are sensitive to children's needs and work with them to manage low mood, anxiety and trauma-related behaviours. The therapist specialises in children's mental health, which supports the children. Staff recognise the impact of trauma and know how to respond with empathy and understanding.

Staff support the children to make personalised life-story books containing mementoes, photos and messages from people who are important to them. Children take the books with them when they move on, which helps them to recall their positive experiences.

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

The manager ensures that safeguarding concerns are responded to effectively. Oversight of incidents is good, and monitoring helps to identify patterns in children's behaviour. Learning from incidents is shared with partner agencies, and any concerns are discussed in regular meetings. Social workers say that they appreciate the consistent approach to safeguarding.

Staff know how to manage risk. Children have been encouraged to try new things during the summer holidays, supported by good-quality risk assessments. One child attended a music festival with friends. This was a success due to the partnership work between the child, staff and social worker, who all contributed to assessing the risk.

One child said that they feel lucky to live at the home. She said she feels safe and likes having staff to talk to when she does not feel well emotionally. Staff understand and support the child's preference to use flowers, animals and cartoon images to express herself. They respond to her through using therapeutic techniques that support her emerging independence. As a result, the child is starting to go out into the community to meet other children in social groups.

Staff understand that the children have experienced trauma and have associated behaviours that place them at risk. Staff use good-quality behaviour management plans that help them to identify when children are feeling anxious or angry. There is a culture of good communication. This encourages children to find an adult to talk to, which helps them to feel safe.

Restraints are used as a last resort and are minimal. Staff actively encourage children to reflect on the incident, using restorative approaches to repair the relationship.

### **The effectiveness of leaders and managers: good**

The manager is suitably experienced and appropriately qualified. She is new to the role. Her enthusiasm for working with children is evident. She is constantly seeking ways to improve children's experiences. There is a clear ethos of love and nurture in the home. Children know that staff care deeply about them and want the best for them.

Children are regularly consulted about their wishes and feelings. Managers take note of what works for the children. Children have contributed to staff training. They have developed a child feedback form and are in the process of negotiating how consequences can have more meaning for them.

Staff say that regular supervision sessions support their work. They can meet with the home's therapist individually and as a staff team. This helps staff to reflect and develop new strategies that support the children. Through staff sharing practice and exploring therapeutic responses, children receive consistent high-quality care.

There is a well-trained core staff team. Regular bank staff are used to cover annual leave and illness. A comprehensive recruitment process and induction programme ensure that staff, including bank staff, have an appropriate level of training.

The manager has taken effective action to address the three requirements from the last inspection.

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

- The registered person should provide a nurturing, homely environment. In particular, ensure that all areas of the home are decorated to a consistently high standard. ('Guide to Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

## **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:** SC470645

**Provision sub-type:** Children's home

**Registered provider:** SureCare Residential Limited

**Registered provider address:** The Old Snap Factory, Twyford Road, Bishop's Stortford CM23 3LJ

**Responsible individual:** Emma Barr

**Registered manager:** Rachel Ranner

## Inspector

Trudy Potter, Social Care Inspector

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