

2525634

Registered provider: SureCare Residential Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private organisation. It provides care within a therapeutic environment for up to five children with a range of emotional and social needs.

The suitably qualified manager registered with Ofsted in February 2021.

Inspection dates: 16 and 17 August 2023

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: 3 October 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/10/2022	Full	Good
27/09/2021	Full	Good
18/07/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of this inspection, five children were living at the home. Two children have left the home since the last inspection and two new children have moved in. A child who recently left was supported by staff's visits when the child returned home to family. This enabled a continuation of positive relationships. Staff think creatively about positive endings with children in line with the children's cultural needs.

Children make very good progress at this home. They are settled and benefit from a calm, nurturing and positive environment. When possible, children return to their families. Staff know the children extremely well, and positive relationships are evident between the staff and children's family members and professionals. Children trust staff and want to spend time with them.

Staff act on children's interests, such as by going to concerts, cinema trips, pamper nights, and meals out. Celebrations, such as Christmas, Halloween and Eid, are carefully planned and captured in children's exceptionally detailed memory books. Staff act on and embrace suggestions and ideas from the children, and reflect the suggestions in a 'you said, we did' format. For example, a comedy night and more variety in the menu for dinners were arranged in response to children's wishes. A weekly meeting for all children ensures that they are listened to and given the opportunity to contribute to the running of the home.

Staff support children in education either through the independent school run by the organisation or at local mainstream schools and colleges. Staff encourage children to progress onto further education. For those children who are preparing for semi-independent or independent living, planning for college is an integral part of their moving-on plan.

Children have access to the organisation's well-being team, which offers emotional support and guidance. Children can access the organisation's therapist if they wish to. Strong external relationships with mental health services are available for those children who need additional support.

Children benefit from having a large, enclosed garden. However, it is not well maintained and used. The gate at the front of the home does not enable staff to be alerted if someone is there. This may cause an issue for visitors to the home.

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

Children are well looked after by a safe and a well-trained staff team. The training that staff access helps them to develop their understanding of the children's needs. This includes training on self-harm, criminal and sexual exploitation, and county lines. The organisation's well-being team offers bespoke on-site training on topics that are relevant to the children.

There is a strong and proactive response to missing-from-home episodes. Staff follow the children and quickly inform the police when incidents happen. Staff work intensively with other professionals to ensure that children return safely. Relationships with the local policing team are well developed. A police officer visits the home regularly to meet with children and staff.

The manager and staff continuously update risk assessments to ensure that risks are well understood. In-depth and reflective handovers mean that new and emerging risks are identified quickly and included in risk management plans. A comprehensive information technology system ensures that staff are aware of these risks almost immediately.

At the time of the inspection, there were only low levels of self-harm and no reports of bullying or physical intervention.

Children make good progress with their independence. Plans are well informed and relevant. Staff balance proportionate risk-taking well, and free time is consistently encouraged in line with the children's ages.

Rewards and consequences are fair and proportionate, and outlined clearly in the children's guide. Achievements and 'golden moments' are celebrated, however small.

The effectiveness of leaders and managers: good

The manager is experienced and suitably qualified, with a strong and consistent approach to running the home. Recently, a new deputy manager has joined the team. This has enabled a focus on staff training and further development. The deputy manager is enrolled on training for a relevant level 5 qualification. Several staff hold the required level 3 qualification, and new staff are enrolled once they have passed their probation.

The manager has taken effective action to address all the requirements and recommendations from the last inspection.

The manager and deputy manager consistently visit each child before their move to the home. This helps to ensure that staff have the skills to meet the children's needs when they move in and reduce any anxieties for the child.

Parents and professionals gave consistently positive feedback about the care provided. An external professional highlighted the significant support provided by the staff and described the home and staff as 'amazing'. A parent said that they are 'over the moon' with the care provided and that they feel included and consulted with by the staff team.

Team meetings are informative and have a strong link to training and development. Supervision provided by the manager is regular, reflective and professionally curious. An internal quality assurance manager, alongside an independent person, provides

the manager with information to make improvements where necessary. Consultation with and feedback from children, parents and other professionals are now evident.

Staff say that they are well supported and work in an open and honest culture. However, some staff report working long day shifts and being awake during the night. This has had an impact on staff morale and staff retention.

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

Recommendations

- The registered person should ensure that the home is a nurturing and supportive environment. In particular, ensure that the garden and trampoline are well maintained, and that staff are alerted to visitors at the front gate. ('Guide to Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should monitor and review the patterns and trends of the turnover of staff and be able to understand and, when possible, address any negative trends. In particular, review the impact of staffing issues and decisions on staff morale and retention. ('Guide to the Children's Homes Regulations, including the quality standards', page 54, paragraph 10.19)

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: 2525634

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: Kevin Dobson

Inspectors

Emily Stevens, Social Care Inspector
Tom McGhee, Social Care Inspector

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