

2661568

Registered provider: SureCare Residential Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

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

There has been no registered manager since 11 July 2023. A manager is in post and is in the process of registering with Ofsted.

Inspection dates: 25 and 26 July 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: 8 June 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/06/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

There were four children living at the home at time of this inspection. The staff know the children well and there are positive relationships between staff and children. Staff speak positively about the progress that children have made since living at the home and are proud of children's achievements.

Staff support children to take part in a range of activities. Children are involved in choosing what activities they wish to do. Staff encourage children to do activities that they enjoy, which include martial arts, roller discos, and going to a cat café.

Staff are creative and adaptable. One child has made progress in attending dental appointments, which they were unable to do previously. This is due to staff having discussions with the child and being adaptable in their approach. Staff use opportunities to support children with independence skills by involving them in daily tasks to help them to learn.

Children all engage in learning. Staff encourage school enrolment and attendance. For children who do not have educational provisions, staff support them to complete some education at the home each day. This supports children with their academic development and routines.

Transition plans support children when they move to the home. Managers visit children before they move to the home. This enables managers to ask questions and get to know the child. The manager is child focused. On one occasion, the manager challenged the placing authority when she was not satisfied with the quality of the move for a child.

The home is a warm, homely environment. Staff ask children about their views on the décor of the whole house, including their bedrooms. Changes are then made to reflect their views. The children feel a sense of belonging in the home.

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

The staff understand children's past experiences and their risks. Children's risk assessments and positive behaviour plans are personalised to the children and give staff clear strategies to best support the children. This helps staff to use de-escalation strategies to support children and contributes to the infrequent use of restraints.

Children and staff receive debriefs following all incidents, including missing episodes. This allows children the opportunity to discuss what happened and for staff to offer support around this.

Staff understand the protocols to follow when a child is missing from home. Staff work closely with the police and placing authorities when a child is missing from home. Staff challenge professionals when information is not being shared effectively during missing-from-home episodes. This helps to ensure that there is a coordinated response to find children.

Managers and staff work closely with the police when children are at risk of child sexual exploitation. These good working relationships mean that information is shared effectively and agencies can provide support that is designed to reduce risks.

Staff complete room searches when there are suspicions that children have items that they should not have. These are generally recorded in detail and explain the reasoning for the search. However, when safe to do so, children are not always informed before a room search takes place. This could affect children's feelings of their bedroom being a safe, private space for them.

Medication errors do not happen regularly. However, on one occasion, one child was not given their medication as prescribed and no medical advice was sought by staff following this. In addition, the excess medication was not disposed of in an appropriate way. An investigation took place and actions were identified for staff to receive further training. Despite this, the training has not been completed and the staff members involved have continued to administer medication to children.

The effectiveness of leaders and managers: good

The manager joined the home as deputy manager in April 2023 and was appointed as manager in July 2023. She is currently registering with Ofsted. The manager is supported by a suitably qualified deputy manager. The staff speak positively about the managers and the support they provide.

The manager knows the children well and uses their views to help to develop the home. The manager understands the progress that children make and is aspirational for all the children.

Since joining the home, the manager has identified areas for development. The manager has started implementing changes, which are having positive results for children and staff. For example, the manager identified that photos were not being uploaded to children's records to evidence their activities and achievements, and this is now in place.

The manager supports the staff to develop their skills in recording, and is using team meetings as a way of delivering workshops to support staff development. The manager also identifies relevant training courses for staff to complete when new children are moving to the home.

Staff receive regular supervisions. The manager identified that some previous supervisions were not recorded, so are unable to be viewed. The manager has recorded all supervisions since she has worked in the home, and these contain

detailed records of discussions. Staff competencies are also discussed as part of supervision to support managers and staff to be aware of areas for development and celebrate the growth of skills. There is an induction process for new staff, which helps them to learn their roles.

Professionals talk positively about working with the manager and staff. They report that communication is good and that the staff know the children well.

There is a statement of purpose in place for the home. However, this does not include details about the experience and qualifications of staff or professionals involved in delivering therapeutic support at the home. This means that professionals are unable to determine whether skilled staff will be supporting children living at the home.

What does the children’s home need to do to improve? Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, Children’s Homes (England) Regulations 2015 and the ‘Guide to the Children’s Homes Regulations, including the quality standards’. The registered person(s) must comply within the given timescales.

Requirement	Due date
<p>The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children’s home.</p> <p>In particular, the registered person must ensure that—</p> <p>medicine which is prescribed for a child is administered as prescribed to the child for whom it is prescribed and to no other child. (Regulation 23 (1) (2)(b))</p>	8 September 2023
<p>The registered person must compile in relation to the children’s home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. (Regulation 16 (1))</p>	8 September 2023

Recommendation

- The registered person should ensure that children’s rooms are only searched if the child has been informed or asked for their permission, unless there are reasonable grounds for believing that there is a risk to the child’s or another person’s safety or well-being. (‘Guide to the Children’s Homes Regulations, including the quality standards’, page 16, paragraph 3.20)

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: 2661568

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: Post vacant

Inspector

Leanne Lyon, Social Care Inspector

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