

SC462729

Registered provider: SureCare Residential Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a private organisation and provides care for up to five children with social and emotional difficulties.

The manager registered with Ofsted in June 2022.

Inspection dates: 8 and 9 August 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: 18 May 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/05/2022	Full	Good
19/10/2021	Full	Good
23/01/2020	Interim	Improved effectiveness
23/04/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of this inspection, four children were living at the home. Children experience well-planned and meaningful moves into the home. The manager meets children before they move in, no matter how far away they live. This enables children to ask questions and feel reassured. Since the last inspection, four children have moved out to semi-independent flats or more specialised services.

Staff understand the importance of building trusting relationships with children. The focus of staff's attention is spending time with children. Staff listen to children and they respond respectfully using humour and setting boundaries. One child said, 'It's amazing living here, everything is perfect. I love this place. Staff are really supportive. It feels like my home and that I've lived here forever. There is not one bad person here.'

Children have made good progress. Each child works towards individualised targets. This helps children to feel motivated. One child has made progress in understanding their emotions. One child now has a more balanced diet. One child has learned to use more appropriate language. Staff help children to build their confidence and self-esteem.

All children go to school and their attendance is good. One child found it difficult to focus during the school day. The manager worked closely with the school staff to create a bespoke education package. This helped the child to concentrate and, as a result, they are now making good progress. Staff understand the importance of children learning and thinking about a career.

Staff organise a range of activities and new experiences that they know children will enjoy. At the time of this inspection, one child was abroad for the first time in their life. Children have experienced rock climbing, going to premier league football matches, playing golf and horse riding. One child said, 'I am having the best time of my life living at the home.'

Staff help children to stay in touch and spend time with their family and friends. Staff speak with people who are important to the child to let them know about progress or any areas of concern. Staff understand the importance of children feeling connected.

Children live in a large, modern home. Since the last inspection, significant changes have been made to the design of the home. This has made it feel spacious and comfortable. However, the children's 'snug' area remains cold and has cobwebs around the wooden beams. The garden has broken equipment and toys. A fire door was propped open with a box and a duvet. These shortfalls detract from the pleasant surroundings and breach health and safety requirements.

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

All children said that they feel safe living at the home. This is because staff know the children well and understand their vulnerabilities. Plans to reduce harm are clear and provide strategies which staff follow consistently. Children are involved in writing plans and tell staff how they prefer to be helped. This means that children understand how staff will react to them.

On the rare occasion when children have left the home without permission, staff have acted without delay. Plans are in place for each child if they go missing. Staff look for children in places that they may go, they contact other professionals and share information. When children return, they are welcomed home without judgement. Staff give children the opportunity to talk about their experience and learn why they left. Children receive well-organised responses from staff.

Staff encourage children to take age-appropriate risks. Staff organise activities in the local community for children at risk of exploitation. Staff carefully assess and plan these activities. One child has learned to make appropriate friendships and understand how to keep themselves safe. Staff help children to make positive choices.

Restraint is only used as a last resort. Staff use a variety of de-escalation methods before using a physical intervention. When restraint has been used, it has been appropriate and the least restrictive. The manager meets with children and staff afterwards to reflect on and consider alternative approaches for the future.

Staff take their safeguarding roles and responsibilities seriously. Staff receive regular training to fully embed safeguarding into their practice. Any concerns are escalated without delay. Staff are skilled in recognising changes in children that cause concern. All social workers said that communication with staff and the manager is very good.

Managers respond to any concerns about the safety of children immediately. Investigations are thorough and the manager is prompt in sharing information. The manager liaises with external professionals to ensure that there is external scrutiny of safeguarding measures.

Staff help children to learn when they have made a mistake by using consequences. However, these are not restorative in their nature. This means that children are not encouraged to think how their actions may affect other people and is a missed opportunity to further develop children's emotional skills.

The effectiveness of leaders and managers: good

The registered manager is suitably qualified and experienced. He has high ambitions for children and talks about them with enthusiasm. An experienced responsible individual and deputy manager support the manager. Staff said that they feel supported by the management team.

There are established monitoring systems in place which help the manager to have oversight of the quality of care provided. The manager uses this information to identify areas for development. The manager is reflective and understands the home's strengths.

Since the last inspection, there have been changes to the staff team. Despite this, staff have provided consistency for children. No agency staff have been used. Permanent and casually employed staff work additional hours as needed. There are consistent people in children's lives.

The manager follows safer recruitment processes. One member of staff said, 'It was the most thorough interview process I have ever experienced.' Staff move through a detailed induction and probation period and are thoroughly considered for their roles.

Staff experience regular supervision. The manager supervises all staff and uses reflection to encourage learning. Development and training opportunities are planned. Safeguarding of children is discussed and actions identified.

Team meetings are planned and well attended by staff. The manager uses these meetings to reflect on children's progress and any areas of concern. These meetings are also used to discuss the manager's expectations of staff performance. This ensures that staff hear consistent messages about practice.

Staff complete the organisation's mandatory training. In addition, staff are trained in specialist areas such as diabetes, autistic spectrum disorder and attention deficit hyperactivity disorder. Staff are either qualified or working towards a relevant level 3 qualification within timescales.

The manager has met two requirements from the last inspection. Two requirements and one recommendation are restated.

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, The 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>If the Regulatory Reform (Fire Safety) Order 2005(1) applies to the home—</p> <p>the registered person must ensure that the requirements of that Order and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home. (Regulation 25 (2)(b))</p> <p>In particular, ensure that fire doors are not propped open.</p> <p>This requirement was made at the last inspection and is restated.</p>	<p>25 August 2023</p>
<p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child’s health. (Regulation 12 (1) (2)(d))</p> <p>This specifically relates to clearing away the broken toys and equipment in the garden, providing adequate heating and cleaning away the cobwebs in the snug.</p> <p>This requirement was made at the last inspection and is restated.</p>	<p>1 September 2023</p>

Recommendation

- The registered person should ensure that any consequences used to address poor behaviour are restorative in nature, to help children recognise the impact of their behaviour on themselves, other children, the staff caring for them and the wider

community. In some cases, it will be important for children to make reparation in some form to anyone hurt by their behaviour. The staff should be skilled to support the child to understand this and carry it out. ('Guide to the Children's Homes Regulations, including the quality standards', page 46, paragraph 9.38)

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: SC462729

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: Matthew Foord

Inspector

Mandy Start, Social Care Inspector

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