

SC470645

Registered provider: SureCare Residential Limited - WhiteTrees Group

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and provides care for up to five children who experience social and emotional difficulties.

At the time of this inspection, four children were living at the home.

The manager registered with Ofsted in February 2023.

Inspection dates: 15 and 16 January 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	outstanding
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 26 September 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/09/2023	Full	Good
27/09/2022	Full	Good
22/07/2021	Full	Outstanding
13/06/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the previous inspection, two children have moved into the home and two have moved out.

All children living in the home were seen during the inspection. They all attend education and planned activities.

The manager and staff create a warm and inviting home environment with ample space for children to enjoy. The children make decisions about the decor and have personalised bedrooms.

Children's overall experiences are positive. One child said they feel safe and settled and have a sense of belonging. They identified they have made progress because of the support they receive at the home.

Staff work hard with other professionals to ensure that children have bespoke plans to be able to achieve in education. Children have attained qualifications and enjoy learning.

Staff support children to achieve goals in relation to independence skills. For example, staff have supported one child to travel independently into a busy city.

The manager and staff have built trusting relationships with each child, which has resulted in a settled and stable home. There are very few incidents, and children who move out of the home choose to stay in touch.

Staff create various opportunities for children to share their wishes and feelings to inform care planning. Children are central to decision-making. For example, they chair their own planning meetings.

Achievements are recognised and celebrated. For example, one child was supported by staff to make good progress and attended a festival with their friends as a result. This created lasting and important memories.

The manager and staff build relationships with families. Children are supported to safely spend quality time with their families and friends.

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

Children are settled and happy in the home. They respond well to consistent boundaries and predictable routines. As a result, incidents are rare.

The manager is proactive at recognising potential areas of vulnerability. This has helped children to have meaningful conversations with staff about risks associated with exploitation. As a result, children are helped to build resilience.

Children's plans are comprehensive and well informed. Thorough planning helps staff to support children to take age-appropriate risks and make safe decisions that reduce the likelihood of harm.

Clinical practitioners are a consistent support to the staff. Specialist training informs the way staff meet children's individual needs. This has contributed to children having bespoke plans that aid consistent approaches to care.

Door alarms are used in the home at night. However, for some children, the appropriateness of their use is not regularly reviewed. Therefore, some children have monitoring in place that they may no longer need.

The effectiveness of leaders and managers: outstanding

The home is led by an experienced and qualified manager and deputy, who were present throughout the inspection.

The manager and deputy are influential in securing the very best outcomes for children. They are wholeheartedly invested in children being given the very best opportunities. Inspectors observed warm and loving relationships between managers and the children. Managers expressed a sense of privilege that they are able to care for the children.

The strength of the management team ensures a very stable foundation for staff to provide strong care. As a result, children are beginning to achieve and experience things that they have never done before. For example, the staff team, led by the managers, creatively overcame barriers that had previously prevented one child from visiting her family in Asia this year.

The manager has an excellent understanding of the experiences that have led to children coming into care. She has consulted with clinical professionals to identify specific emotional and social needs for each child. Bespoke plans have been created and include strategies to help children that are based on clinically proven interventions. This further helps to create the very stable foundation for children to achieve significantly.

The manager has an exceptional understanding of all the children's individual identities and diverse needs. For example, she has researched local resources to support one child to explore their unique interests. The manager enthusiastically removes barriers and creates opportunities that have profound impact on children's experiences. She has challenged professionals to secure positive outcomes. For example, careful, creative planning in partnership with professionals has led to all children achieving exceptionally well in education.

The manager scrutinises referrals to ensure that careful consideration is given to the mix of children at the home. As a result, children are welcomed into a stable environment and settle in quickly.

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

Recommendation

- The registered person should ensure that limits on privacy and access are only put in place to safeguard each child in the home and are kept under regular review. ('Guide to Children's Homes Regulations, including the quality standards', page 15, paragraph 3.10)

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 - WhiteTrees Group

Registered provider address: WhiteTrees Group, The Old Snap Factory, Twyford Industrial Estate, Twyford Road, Bishop's Stortford CM23 3LJ

Responsible individual: Emma Barr

Registered manager: Rachel Ranner

Inspectors

Carrie Twinn, Social Care Inspector
Lexi Mitchell, Social Care Inspector

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