

2525634

Registered provider: SureCare Residential Limited – The White Trees Group

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care for up to five children with social and emotional difficulties, the home may also provide care and accommodation for children with learning disabilities.

At the time of the inspection, there were four children living in the home.

The manager registered with Ofsted in April 2024.

Inspection dates: 29 and 30 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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 16 August 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/08/2023	Full	Good
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

Since the last inspection, four children have moved into the home and four children have moved on. Two of the four children currently living in the home contributed to this inspection.

Children receive good-quality support and make progress from their starting points. Staff are committed to children's well-being and create a warm and loving atmosphere in the home. Two children shared that they have trusting relationships with staff and enjoy spending time with them.

Staff have skill and experience in relation to supporting children with trauma and attachment difficulties. Staff receive specialist high-quality training that informs their approach to meeting children's individual needs.

Staff encourage children to participate in activities that support their independence. Children recognise their accomplishments and feel well prepared for their adult lives.

One social worker has reported that staff provide highly nurturing care. They shared that a child has 'excelled' from their starting point since living in the home.

Staff helped children to collaborate with a highly regarded artist. Children spent time with the artist and contributed to a project to explore the effect of knife crime. Children presented the final art piece to the local community and received an award for their participation. Children and staff were incredibly proud of this experience and achievement.

Staff ensure that the home is well decorated and welcoming. Children's artwork is creatively displayed. Staff have recently revamped the garden and have planted flower beds and shrubs. A new trampoline and barbeque area has recently been enjoyed by children.

Staff work closely with social care and educational professionals to ensure that three children have bespoke plans to attend school and make educational progress. One child who had a considerable gap in their education before moving into the home, now attends school and has high attendance. One child does not attend school regularly. Staff encourage educational activities and life skills work in the home, but this is not consistent, and at times, the child has poor routines. This routine is not effective in supporting the child's confidence to attend school regularly.

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

Staff identify areas of risk and vulnerability for children. Staff take effective and prompt action to reduce any risks to children. Children reported they feel safer because of staff's support.

There has been a recent turbulent period where children's experiences have been negatively affected by difficult group dynamics in the home. Staff have responded to these concerns sensitively and group dynamics have now improved. Children said that staff were empathetic and proactive during this previously difficult time.

Staff rarely use restraint with children, staff are skilled in de-escalation strategies and are sensitive to children's needs when managing difficult situations. When restraint is used it is proportionate and justified.

Staff provide a strong and proactive response when children go missing from the home. Staff diligently explore all possible routes to locate children and ensure their safe return. Staff use good relationships with children to discuss and review incidents. Children's plans are adapted to reduce similar incidents reoccurring.

Staff work well with children to support them in recognising and reporting acts of bullying. When there have been instances of harmful comments made between children, staff quickly intervene and provide support for children to repair their relationships.

Children engage in regular and meaningful discussions with staff to reflect on their personal safety. Children's views and feelings from these discussions are threaded seamlessly to responsive strategies in their risk management plans. Staff follow these strategies well and risky incidents reduce for children over time.

On occasions, staff use consequences with children as part of a wider approach to behaviour management. The manager thoroughly reviews and monitors these interventions to ensure they remain effective. This has included the manager revoking some of these measures and identifying learning for staff when this has been needed.

Staff follow routine risk-reduction strategies for children in relation to the use of door alarms, handling children's mobile phones, conducting room searches and monitoring incoming mail. However, currently there is a lack of clear and documented review of these measures. This lack of review means that staff and managers cannot be assured that these measures are continuously proportionate and justified.

The effectiveness of leaders and managers: good

The home is led by a child-focused manager, who is working towards an appropriate qualification. Two deputy managers support the registered manager.

Leaders and managers are fully focused on improving the future life outcomes for children. They have high expectations of staff to deliver good-quality care to children.

Leaders and managers use established management monitoring systems and provide effective oversight of the support provided to children. Staff report that leaders and managers are knowledgeable and offer continued direction and feedback in relation to their personal development and practice.

Leaders and managers take effective action to address staff practice that has fallen short of expectations. This includes completing appropriate investigations and identifying wider learning. Actions taken have prevented further lapses in staff practice effectively.

Leaders and managers ensure that the use of agency staff is infrequent. This has meant that, at times, leaders and managers work directly with children in response to any staffing gaps. This has reduced disruption to children's care.

Since the last inspection, there has been one complaint made by a child. This was responded to promptly and sensitively by leaders and managers to the satisfaction of the child.

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>The privacy and access standard is that the registered person must ensure that—</p> <p>any limitation placed on a child's privacy or access to any area of the home's premises—</p> <p>is necessary and proportionate;</p> <p>is kept under review and, if necessary, revised; and</p> <p>allows children as much freedom as is possible when balanced against the need to protect them and keep them safe. (Regulation 21 (c)(ii)(iii)(iv))</p>	1 April 2025

Recommendations

- The registered person should ensure that staff provide regular opportunities for children to participate in structured activities that improve their routine and confidence when they are not engaging in education. ('Guide to Children's Homes Regulations, including the quality standards', page 31, paragraph 6.5)

Information about this inspection

The inspector has 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 – The White Trees Group

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

Responsible individual: Emma Barr

Registered manager: Rachael Forrest

Inspector

Lexi Mitchell, Social Care Inspector

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