

2525634

Registered provider: SureCare Residential Ltd - The White Trees Group

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

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

At the time of the inspection, there were four children living in the home. The inspector spoke with three of the children.

The manager registered with Ofsted in April 2024.

Inspection dates: 5 and 6 November 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: 29 January 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/01/2025	Full	Good
16/08/2023	Full	Good
03/10/2022	Full	Good
27/09/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The home is a large and busy household. There has been a recent turbulent period when children's experiences were negatively affected by difficult group dynamics. However, children are well cared for by a consistent staff team and are making good progress from their individual starting points.

Staff have built positive relationships with the children and interactions between the children and staff are positive. Children are comfortable in staff's presence and said that they like the staff and doing things with them. Staff know the children well and can quickly identify any change in their presentation.

At the time of the inspection, the home was being redecorated throughout, which caused disruption in some of the communal areas. The children's bedrooms are personalised and reflect their interests. Children say that they enjoy spending time with each other and eating together.

Children have pets in the home, including rats and a snake. Staff support the children to care for their animals. Through these experiences, children develop a sense of responsibility and ways to positively express their emotions.

Children have had mixed progress with their education, but this has improved in recent weeks for some children. When children are not attending school, they are encouraged to keep to a daily routine and take part in other educational activities.

Children are encouraged and supported to attend health appointments. Staff have a good understanding of how to support individual children to overcome any barriers to attending appointments.

Feedback from professionals and families is positive. One professional said they could not praise the staff enough for their support and care and that this has really helped the child to make good progress.

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

Staff know the children well and understand their behaviours. This means that staff are often able to use de-escalation strategies effectively and are sensitive to children's needs when managing difficult situations.

Staff provide a strong and proactive response when children go missing from home. Staff actively look for children and use the good relationships that they have with children to discuss and review incidents. Children's plans are then updated so they include the most current information.

A clinical support and well-being service is used effectively. This has resulted in effective plans being put in place to meet the changing needs of individual children. The registered manager and staff have advocated for children when they are no longer able to meet their needs in the home, to ensure that suitable alternative provisions are found.

Some children said that the group dynamics in the home have at times affected their feelings of stability and safety. This has been addressed by the registered manager and staff to ensure that the impact on children is fully understood and acted on.

On occasion, risk assessments have not always been updated in a timely manner to reflect the current level of risk. This includes a younger child in the home being up in the night and staff not always being aware of this. The registered manager accepts that the recording of this risk requires updating and regular review to ensure that the staff understand how to keep the child safe.

The effectiveness of leaders and managers: good

The registered manager and deputy manager are child focused and committed to improving the children's outcomes. Staff are positive about the support provided by managers and staff morale is high.

Leaders and managers have effective oversight of the support provided to children. Staff report that managers are knowledgeable and offer continued direction and feedback in relation to their personal development and practice.

Staff are provided with regular and reflective supervision sessions and have access to high-quality training, including bespoke sessions with a training manager. Training is tailored to the specific needs of the children in the home.

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. Learning opportunities are used to improve staff practice, and the registered manager ensures that all staff are aware of their roles and responsibilities. This work is ongoing to ensure that staff practice is consistently in line with the home's ethos and therapeutic nature.

Ofsted is not always notified of significant incidents in a timely manner. In addition, some professionals said that they are not always informed in a timely manner of all incidents which have occurred with children. Staff do not immediately report all incidents in the home to managers. The registered manager accepts this and has a development plan in place to improve the consistency of reporting, including training for all staff and specific training for senior members of staff.

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

Statutory requirements

This section sets out the actions that the registered person 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 must comply within the given timescales.

Requirement	Due date
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; manage relationships between children to prevent them from harming each other; and understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(iv)(v)) This specifically relates to keeping risk assessments updated.	12 January 2026
The registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there; there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(c)(e))	1 February 2026

Recommendations

- The registered person should ensure that there are effective working relationships with each child's placing authority and other relevant people, including timely communication. ('Guide to the Children's Homes Regulations, including the quality standards', page 52, paragraph 10.3)
- The registered person should ensure that there is consistent high-quality care for all children living in the home. In particular, they should play a key role in shaping the ethos of the home through developing a culture of high aspiration for children which is demonstrated through the care, resources and opportunities offered to the children by all staff. ('Guide to the Children's Homes Regulations, including the quality standards', page 52, paragraph 10.4)

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 Ltd - The White Trees 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: Rachael Forrest

Inspector

Dawn McCluskey, Social Care Inspector

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