

2593579

Registered provider: Sunrise Hill Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately run children's home provides care and accommodation for up to five children. The statement of purpose states that the home provides care for children who have experienced a wide range of trauma, either within the family, other residential settings, school or the community, or a mixture of all of these.

The home and its manager were registered by Ofsted in August 2020.

There were five children living in the home at the time of this inspection.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

This home has not been previously inspected.

Inspection dates: 16 to 17 June 2021

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: not applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

Children told the inspector that they are happy in the home. Children form trusted and secure relationships with the registered manager and staff, who are committed to them.

Staff know the children well and support them to actively participate in day-to-day decisions about their lives. Staff are good advocates for children, and they listen to them and motivate them, according to their interest and talents.

Staff are ambitious for children and support them to engage in education. Although the engagement is not always successful, there are persistent efforts by staff in liaison with schools, colleges, training providers and virtual schools to provide the best opportunities for children in education.

Children enjoy a range of social and recreational opportunities, such as cycling, ice skating, go-karting and visiting Thorpe Park. These activities bring children together and help to build positive relationships.

Children are supported to develop their independence according to their individual needs. They are, overall, in good health and are supported to access local health services and attend their routine appointments.

There are consistent and appropriate boundaries for children. When challenging situations arise, the manager and staff deal with them appropriately and relationships are repaired through conflict resolution and mediation meetings. This helps children to develop socially acceptable behaviours.

Feedback from key professionals is positive. They are happy with the regular communication and joint work to improve outcomes for children. Parents also provided positive feedback about the quality of care provided by staff.

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

Children told the inspector that they feel safe in the home. Staff understand and address risks to children, including offending behaviour, drug misuse, going missing, gang affiliation and exploitation.

Risk assessments are individualised and updated in a timely manner when risks change following incidents. Staff are aware of the known triggers and risk management plans clearly set out actions to be taken to address the risks to children. The home has a clear system in place to address incidents of going missing and there is evidence that these are reducing.

Staff work closely with the police to prevent the children from any unnecessary involvement in the criminal justice system. However, they do not always notify Ofsted when the police are called following serious incidents, as required by regulation.

The registered manager has identified that behaviour management is an area for improvement in the home. They have implemented reflection and learning sessions and additional training to address this.

Proactive and effective working relationships with the external agencies help to support and protect children. The registered manager and staff attend meetings with key professionals to improve the safety of children. Effective strategies are in place to reduce episodes of going missing and the use of harmful substances.

Children are supported to take age-appropriate risks to develop their independent living skills. During the inspection, three children went clothes shopping together and returned safely at the agreed time.

The effectiveness of leaders and managers: good

The home is managed effectively by a suitably experienced and qualified registered manager, who is readily available to support children and staff. One child reported to the inspector that, 'The best thing at the home is the manager.'

The home is well decorated. However, there is room for improvement to make it more homely, such as displaying children's pictures. Also, the use of closed-circuit television in communal areas detracts from the home environment. The registered manager agreed to address these shortfalls. There is a plan for refurbishment work in the garden which will improve children's experience, including creating more space for gym equipment.

The registered manager is working to improve the quality of assurance reports as there are missed opportunities to obtain feedback from all involved stakeholders.

All staff members feel supported and listened to. One staff member said, 'I have wonderful and supportive management that I can talk to.' Another commented, 'The manager makes us feel at home while at work.'

Staff appreciate the registered manager's commitment to staff training and development. There is a workforce development plan and comprehensive training programme in place.

Safer recruitment practice prevents unsuitable people from working in the home. The home has a permanent and stable staff team. This ensures consistency and continuity of care for children.

The registered manager is aware of how to deal with allegations against staff and has demonstrated their knowledge of this.

The home has managed the pandemic successfully. The children and staff members remained healthy during the COVID-19 pandemic.

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
The registered person must notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there; a child protection enquiry involving a child — is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))	9 September 2021
The registered person must ensure that an independent person visits the children's home at least once each month. When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires. (Regulation 44 (1) (2)(a))	9 September 2021
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months.	9 September 2021

In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children’s home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1) (2)(a)(b)(c) (5))	
The registered person may only use devices for the monitoring or surveillance of children if— the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children; the child’s placing authority consents in writing to the monitoring or surveillance; so far as reasonably practicable in the light of the child’s age and understanding, the child is informed in advance of the intention to do the monitoring or surveillance; and the monitoring or surveillance is no more intrusive than necessary, having regard to the child’s need for privacy. (Regulation 24 (1)(a)(b)(c)(d))	9 September 2021

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: 2593579

Provision sub-type: Children's home

Registered provider: Sunrise Hill Care Ltd

Registered provider address: 180 Muswell Hill Road, London N10 3NG

Responsible individual: Stellakis Miltiadous

Registered manager: Alexander Kulinkin

Inspector

Gulcin Ardic, Social Care Inspector

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