

2661568

Registered provider: SureCare Residential Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home provides care for up to five children who have experienced significant trauma in their lives. It is one of a small group of homes run by an independent provider. A psychologist offers direct psychological support to the children.

The manager was registered with Ofsted in November 2021.

Inspection dates: 8 and 9 June 2022

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: not applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Recent inspection history

Not previously inspected

Inspection judgements

Overall experiences and progress of children and young people: good

The home was registered in November 2021. There were five children living at the home at the time of this inspection.

Children have made good progress since moving to the home. They have developed excellent, trusting relationships with staff. The highly effective staff work cohesively to help children to confront past traumas. Children said that they like living at the home because the staff care about them.

The home has a safe and welcoming feel. Children's laughter and positive interactions between children and staff are evident. A child said that this is the best, happiest home that she has lived in. A member of staff said that the manager promotes a positive culture of love and laughter.

Children's placement plans are individualised and regularly reviewed. Children are fully involved in the implementation and review of their plans. They contribute to the plans and add their comments and views. The approach to care planning puts children at the centre of their care. Staff understand children's needs and have clear guidance to follow to meet those needs effectively.

Children know why they are living at the home. One child was able to talk about past behaviours and how she has been able to progress. She said that things are much better. She was able to talk about how she has changed since living at the home.

Staff know the importance of education and proactively support the children to attend school or engage in online courses. Children's engagement with education has improved since moving to the home. A child said, 'I really like school now and will be full time soon.' The staff work closely with schools and other education providers to support children to access and attend education.

Staff recognise that children should feel valued and listened to. Children attend monthly house meetings, during which a variety of topics are discussed. Children feel listened to and can see that staff act on their wishes when possible.

The staff and children have a monthly topic which they research and discuss. The records of these are made into booklets which are child-friendly. Children can use these to revisit topics such as internet safety.

Children said that they find key-work sessions helpful and that they have good relationships with their key workers. The sessions are recorded in detail and show the children's involvement, along with any further actions that need to be addressed.

Children said that they are involved in the choice of decor and furnishings for the house and personalising their bedrooms. A child said that she loves her room, and it is just how she wants it. Children feel settled and invested in the home.

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

Children said that they feel safe because they can talk to the staff if they are worried or upset. A child said that staff always know where she is and will come and check that she is alright if she is in her room. The child said that this makes her feel that staff care. Children are confident that the staff will listen to them and help them.

Children have comprehensive individual risk assessments and behaviour safety plans. These plans help the staff to work consistently to keep children safe. Children are involved in reviewing their plans, which enables them to understand and learn to manage risks and contribute to developing coping strategies.

The manager undertakes an effective impact risk assessment as part of the referral process. These are reviewed monthly to ensure that any new risks and concerns are recorded and strategies put in place.

Sanctions are fair and proportionate. Children can discuss any sanctions that are applied to them, and they review, comment on and sign the records. Children discuss behaviour in their key-work sessions, which enables reflection on incidents and consequences so that children can learn to behave in a positive way.

Staff are good at reinforcing good behaviour using rewards, which helps children to understand when they have done well.

Staff have a good understanding of how to keep the children safe and the importance of teaching children how to keep themselves safe. Staff have attended safeguarding training and safeguarding is discussed as part of supervision and staff meetings. Staff are aware of any concerns and any new strategies.

Safeguarding incidents are managed well. The manager informs the relevant professionals and follows any advice given. A clear chronology, with actions and outcomes, is recorded.

The effectiveness of leaders and managers: good

The experienced registered manager is respected by the staff and children, who describe her as open and supportive. Professionals and parents said that the manager is approachable and always works in the best interests of the children.

The manager has developed a highly positive ethos and culture and supports the staff to speak openly and honestly with the children. Children said that the manager is fair and listens to them. Together, the staff provide a nurturing environment, which is critical for children to feel safe and valued and to thrive.

Some new members of staff are new to working in childcare. The provider's induction programme helps to ensure that all staff have good support to understand their roles. Staff say that they feel supported and that good-quality training has helped them to understand and develop their roles.

There are clear monitoring systems in place. These support the manager to look at trends and patterns in behaviour and incidents. The manager uses the recommendations from the independent person's report to develop practice and improve the quality of care.

Staff receive regular supervision that supports them to work with the children effectively and enables each staff member's professional development. Regular staff meetings are used to discuss the children and care practice issues. These meetings help to review practice so that the staff work consistently to meet the children's needs effectively.

The staff have completed the organisation's induction and mandatory training. Regular staff meetings are used as training sessions, with workshops and quizzes to develop staff's knowledge and practice. The staff either hold or are working towards a relevant level 3 qualification.

Children are clearly at the centre of practice at this home. Professionals and parents spoke highly of the support that the manager and staff continue to give children. They said that this support is the reason that children have progressed so well.

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: 2661568

Provision sub-type: Children's home

Registered provider: SureCare Residential Limited

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

Responsible individual: Emma Barr

Registered manager: Kirstie Robinson

Inspector

Trish Palmer, Social Care Inspector

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