

# 2661568

Registered provider: SureCare Residential Ltd

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 5 Children, who may experience social and emotional difficulties. At the time of the inspection 5 children were living in the home and 3 were spoken to.

The manager registered with Ofsted in June 2023 and is suitably qualified.

### Inspection dates: 16 and 17 December 2025

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| 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:** 25 February 2025

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 25/02/2025      | Full            | Good                 |
| 25/07/2023      | Full            | Good                 |
| 08/06/2022      | Full            | Good                 |

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Children benefit from living in a home where staff know them well and provide nurturing, individualised care. Staff encourage children to personalise their bedrooms and communal spaces, which helps them feel a sense of stability and belonging. One child spoke positively about their bedroom, saying how happy it makes them feel. Where children struggle with tasks such as keeping their rooms tidy, staff offer practical support and reassurance.

Children's voices are listened to and acted upon. They are regularly consulted about meals, activities, and decisions that affect their daily lives. A clear and accessible children's guide explains their rights and what they can expect from living in the home. This is available in both written and online formats, ensuring children can access information in a way that suits them. Staff are approachable and readily available, which helps children feel settled and valued.

Education is prioritised, and staff work closely with schools and education specialists to secure and maintain placements. Learning plans are tailored to individual needs, and staff provide consistent encouragement for children to engage in education. When a child has struggled to maintain a school placement, staff have collaborated with professionals to develop an alternative education plan that meets the child's needs and promotes progress.

Staff receive regular training and support to ensure they provide consistent care and clear boundaries. Training is aligned with the home's therapeutic approach, enabling staff to respond effectively to children's needs. This consistency helps children feel safe and supported.

Children's relationships with family and those important to them are promoted and celebrated. Staff encourage family time and support children to maintain friendships and connections with those who are important to them. This helps children sustain positive relationships and feel cared for. Staff demonstrate warmth and genuine interest in children's lives, which contributes to children feeling valued and respected.

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

Children's safety and welfare are central to practice in this home. Staff have a clear understanding of the risks and vulnerabilities associated with each child. When new children move in, staff carefully consider any known risks and how these may affect children already living in the home. This proactive approach helps to maintain a safe and stable environment.

Staff are skilled in supporting children to manage their feelings when they become upset or anxious. Staff respond consistently and calmly, which helps children feel reassured

and safe. Physical intervention or restrictive practices are only used when necessary to protect children or others. All incidents are recorded, reviewed, and monitored by managers. Strong management oversight ensures interventions are appropriate and proportionate. Children's views are sought following any incident, and they are encouraged to reflect and share their feelings. This helps children feel listened to and supported.

Risks associated with internet use and social media are understood by staff. These issues are discussed openly with children, and appropriate restrictions are implemented in line with individual care plans. Staff help children learn how to keep themselves safe online.

When children go missing from the home, staff respond promptly and effectively. Children are welcomed back and encouraged to talk about where they have been and why they left. Professionals working with the child and their family are notified and return home interviews are arranged to help children reflect and reduce future risks.

Staff in the home encourage the children to stay safe online and, in the community, at times staff will use consequences to encourage children to remain in the home and to stay safe. Children's unaccompanied free time has been restricted and whilst this is regularly reviewed, a restriction in children's freedom of movement should not be used without an appropriate court order.

### **The effectiveness of leaders and managers: good**

The registered manager demonstrates a clear understanding of children's plans and drives progress towards key milestones, including permanence. They monitor individual progress effectively and can evidence the positive impact that living in the home has had on children's outcomes and life chances. Plans developed within the home align with local authority plans, reducing confusion for children and their families.

Partnership working is strong. Professionals confirm that the registered manager shares information appropriately and maintains effective communication. One professional described the registered manager as supportive and responsive, which promotes collaborative working and positive outcomes for children.

The registered manager actively seeks feedback from children, their families, and professionals to ensure that the quality of care remains high. Children are encouraged to share their views in meetings and individual discussions, helping them feel listened to and involved in decisions about their care.

Staff receive regular supervision and appraisal and describe a supportive work environment where they feel valued. Training opportunities are prioritised, enabling staff to feel confident and knowledgeable in meeting children's needs. This contributes to a consistent and therapeutic approach across the team.

The registered manager monitors staff training closely. While all permanent staff have completed or are working towards the required qualification, some non-permanent staff

have not yet achieved this within the timescale set out in the children's homes regulations. The registered manager is addressing this shortfall to ensure compliance and maintain high standards of care.

## 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         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| <p>The registered person must ensure that—</p> <p>the privacy of children is appropriately protected;</p> <p>any limitation placed on a child's privacy or access to any area of the home's premises—</p> <p>is intended to safeguard each child accommodated in the home;</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.<br/>(Regulation 21 (a)(c)(i)(ii)(iii)(iv))</p> | 27 February 2026 |

### Recommendation

- The registered person should ensure that all staff in a care role, including external agency or bank staff must have a qualification in regulation 32 (4) within the relevant timescale listed in the regulation 32(5). ('Guide to the Children's Homes Regulations, including the quality standards' page 53, paragraph 10.12)

### 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 Ltd

**Registered provider address:** The Old Snap Factory, Twyford Road, Bishops Stortford  
CM23 3LJ

**Responsible individual:** Emma Barr

**Registered manager:** Zoe-Anne Cross

## Inspector

Lisa Richards, Social Care Inspector

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