

2661568

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

The home was registered with Ofsted in November 2021. It provides care for up to five children who have experienced significant trauma in their lives. It is one of a small group of privately owned homes run by an independent provider.

The manager was registered with Ofsted in October 2023.

Inspection dates: 25 and 26 February 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: 25 July 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/07/2023	Full	Good
08/06/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of inspection, five children were living in the home. Six children have moved into the home and four have moved out. All the children were seen during the inspection and one child was spoken with.

The home is well furnished. The children choose the decoration and furnishings in their bedrooms and communal areas. All children have been helped to personalise their bedrooms. One child finds it hard to keep their bedroom clean and staff support this. This helps the child to maintain a clean and healthy living space.

The staff genuinely care about children's health and well-being. Staff help children to develop and maintain healthy routines. They act as positive parental figures. Staff help children get ready for their day. They encourage participation in education and leisure activities of the children's choice. Good routine and structure help children settle into the home quickly and form positive relationships with staff.

One child is anxious about the dentist. To help the child, staff identified a specialist dental practice. The staff showed patience and determination to support the child, at the child's own pace, which meant they had much-needed dental surgery.

Children enjoy a meaningful range of activities in and out of the home. Staff understand the importance of capturing children's special memories and achievements. Staff took one child abroad to visit a country that family members were from. Another child recently visited a stadium to watch football. Children recognise and value the activities on offer.

Most children's engagement with education is positive. One child had been out of mainstream education for three years before moving to the home. The staff secured an educational placement in keeping with the child's wishes. The child has achieved excellent attendance. In addition to this, the child takes part in work experience and has been offered an apprenticeship to continue this training. Despite the child's significant progress, the staff have not shared these achievements clearly enough with the child.

Another child has struggled to attend mainstream education. The staff understand the difficulties the child has experienced in school. Staff have been creative in designing an alternative education plan in keeping with the child's hobbies and interests. Staff motivate the child to participate with the plan. This has offered the child continued learning opportunities and structure to their day. A suitable educational provision has recently been found.

Staff understand how to communicate with children effectively. They use a therapeutic model to guide their practice. Staff understand the approach and relate it well to

practice. Children have formed positive and close relationships with staff, whom they see as their family.

Staff recognise the importance of supporting children to maintain and build on family relationships. The staff take a thoughtful and individualised approach in meeting their diverse needs. Staff's consideration and nurturing approach have helped children to settle into the home well and enjoy spending time together.

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

The staff consider the needs of new children with those already living at the home well. Staff take time to understand each new child, and build relationships before the children move in. Staff prepare for and manage any impact to children already living at the home well. This has helped new children settle into the home and build relationships with peers quickly.

All children have complex needs and vulnerabilities. These include exploitation, missing-from-home risks and difficulties forming appropriate relationships. Staff use strategic, person-centred approaches in helping children reflect on their experiences. Children contribute to their care and risk management plans, which gives them some ownership of their care.

On occasion, 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. These include the manager revoking some of the measures used and identifying learning for staff. This helps staff to reflect and consider their practice in keeping with the ethos of the home.

Since the last inspection, there has been one incident of physical intervention that was managed well by staff. When incidents have potential to escalate, the staff use creative responses that work well. These have reduced the number and level of incidents.

Staff are enthusiastic and driven. They understand that children's behaviours are linked to their past trauma. The children seek out the staff at times of distress. This helps children to feel safe.

There have been a low number of missing-from-home incidents. These are managed well. Staff take appropriate action to escalate concerns and search for children. Children are warmly welcomed back into the home. Staff are curious about where children have been and why, helping the child understand why they left. Staff share concerns with professionals, including the local police and schools, to protect children. The staff work well with the police, increasing the safeguards for children.

There has been one incident of bullying since the last inspection. The incident was unexpected and managed well by the staff. When both children were ready and willing,

staff helped arrange a joint activity that they knew children would enjoy. The children then found a way to repair their relationship.

Staff are confident in taking measures to protect children. They recognise and act on concerns in relation to children's risks. Staff feel comfortable to approach managers with any concerns in relation to children.

The effectiveness of leaders and managers: good

The home is led by an experienced, qualified manager. The manager and deputy manager were present throughout the inspection. Both managers have a clear understanding of children's needs and their journeys into care. Managers are proud of what children have achieved since the last inspection.

Staff said that they feel supported and well led. The staff feel that the managers and directors invest in them and value their ideas. Children's social workers provided positive feedback. Family members and professionals said that staff recognise and support the needs of the children well.

Leaders and managers have made improvements since the last inspection. There are several qualified staff who benefit from a broad range of training. This means that staff feel well equipped to support children with complex needs. Staff have a clear understanding of the therapeutic model. Leaders and managers have begun to embed its use and ensure it is used in practice.

Leaders and managers are strong advocates for children. They actively challenged school leaders regarding a child being removed from school to protect the child's education and future opportunities. The managers have since helped source a more appropriate education setting.

One child made an allegation in reference to staff conduct. The manager signed off the report but failed to recognise this as an allegation against a member of staff. This meant the child did not feel listened to and has had no outcome to their concern. When the manager was made aware of this, she took immediate action.

The previous requirements and recommendations have been met.

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
The protection of children standard is that children are protected from harm. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2)(a)(vi)(vii))	28 March 2025

Recommendation

- The registered person should ensure that staff understand the importance of careful, objective and clear recording. In particular, staff should record and make available to each child a record of progress. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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: 2661568

Provision sub-type: Children's home

Registered provider: SureCare Residential Limited – The White Trees Group

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

Responsible individual: Emma Barr

Registered manager: Zoe-Anne Cross

Inspector

Lexi Mitchell, Social Care Inspector

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