

2661812

Registered provider: SureCare Residential Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care for up to five children with social and emotional difficulties and/or learning disabilities. The home registered with Ofsted in November 2021 and has not previously been inspected.

There has been no registered manager since 31 May 2022. The acting manager is in the process of applying to Ofsted for registration.

Inspection dates: 21 and 22 June 2022

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

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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Not previously inspected		
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Inspection judgements

Overall experiences and progress of children and young people: good

Three children have moved out and five children have moved into the home since its opening in November 2021. Three children are currently living at the home and are making good progress relative to their complex starting points.

The children's moves into the home are exceptionally well planned. Children visit to familiarise themselves and staff take an interest in their likes and interests. For example, one of the children mentioned enjoying arts and crafts when they visited. When the child moved in, a welcoming present was in their room containing crafting provisions. This attention to detail enables children to settle quickly and build positive relationships.

Children make good progress in their education. One of the children has recently gained a college place and one child is attending school full time. Children who require bespoke education packages are supported by staff to engage. Staff enjoy celebrating the children's achievements and encourage them to be ambitious for their future.

All the children have individual detailed plans. Staff ensure that the children's views are gained and included in these plans. This results in the children feeling listened to and their opinions valued. These comprehensive plans help staff to understand the children's needs and provide effective guidance.

Staff encourage children to maintain good relationships with the people who are important to them. Children are supported to continue with healthy friendships, and their friends have been included in activities. Staff arranged for a birthday party to be held at a venue convenient for the child's friends to attend. This enabled the child to celebrate his special day with his closest friends.

Children enjoy activities such as ice skating, horse riding, wall climbing and trips out to the cinema and beach. Staff capture these moments through taking photos. However, the children do not have their own books or memory boxes. This means that children have left the home without memorabilia of these special moments to keep as part of their life story.

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

The home provides a calm environment in which the children feel safe. Good relationships have been developed with children who have previously struggled to trust adults. A child said, 'I'm happy here and I feel very safe. I would personally rate this home as outstanding. Everything is done so well. The staff couldn't really improve on anything they do.'

Several of the children have extensive histories of going missing. Significant progress has been made in reducing or ceasing these incidents. A social worker said, 'They keep [child's name] safe. The child used to go missing daily but has not gone missing from this home. Staff are consistent and provide amazing care.'

There have been no physical interventions. Staff take the time to get to know the children well. Regular conversations with staff enable children to discuss their feelings and share their views. Children are involved in reviewing their plans and share how they wish to be supported in times of distress. Staff follow these wishes well and are successful at de-escalating incidents.

Staff hold regular mock fire evacuations from the home. This is to ensure that the children are aware of the correct procedures to follow in an emergency. However, there have been delays in children being shown the actions to take. One child did not take part in an evacuation for four months and two of the children were delayed by three weeks.

The children's bedroom doors have alarms. These monitor the children's movements during the night. Children are aware of them, and consent to their use has been obtained from placing authorities. However, there are no individual risk assessments to evidence that these are necessary and proportionate. This may be an unnecessary restriction for some children.

The effectiveness of leaders and managers: good

The registered manager recently deregistered and remains working for the provider in a senior role. The deputy manager has been appointed as the acting manager, and she is in the process of applying to register with Ofsted. There has been a good handover of duties, and the home is well managed. Staff speak highly of the previous manager and the new manager. Staff say that they feel valued and well supported.

The acting manager has a clear development programme for the home. She recognises the strengths of the home and the areas that she would like to develop. The staff are dedicated and committed to working in partnership to ensure that the children's progress is continual.

Good relationships with professionals have been developed. The children's social workers said that managers work in partnership with them. They describe the level of communication as faultless and are complimentary about the quality of the regular reports and updates that they receive.

The staff benefit from a comprehensive induction and a wide range of training opportunities. The staff are up to date with the organisation's mandatory training. Staff either hold or are working towards a relevant level 3 qualification.

Staff team meetings and supervision sessions are regular and effective. Staff are encouraged to reflect on their practice, and the children's needs and progress are discussed in detail. This helps staff develop their practice further.

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 ensure that— children can access all appropriate areas of the children's home's premises; and any limitation placed on a child's privacy or access to any area of the home's premises— is intended to safeguard each child accommodated in the home; is necessary and proportionate; is kept under review and, if necessary, revised; and allows children as much freedom as is possible when balanced against the need to protect them and keep them safe. (Regulation 21 (b)(c)(i)(ii)(iii)(iv)) In particular, ensure that the use of door alarms is risk assessed as necessary or proportionate for each child.	5 August 2022
If the Regulatory Reform (Fire Safety) Order 2005(1) applies to the home— the registered person must ensure that the requirements of that Order and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home. (Regulation 25 (2)(b)) In particular, ensure that children who are new to the home are made aware of the evacuation procedure.	5 August 2022

Recommendation

- The registered person should ensure that the home's records on each child represent a significant contribution to their life history. Staff should understand their important role in encouraging the child to reflect on and understand their history, according to their age and understanding. Staff should keep and encourage children to keep appropriate memorabilia of their time spent living at the home and help them to record significant events. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.5)

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: 2661812

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: Post vacant

Inspector

Lynne Drage, Social Care Inspector

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