

# 2697380

Registered provider: Sure Steps Support Services

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

A private company operates this children's home. It is registered to provide care for two children who may experience social and emotional difficulties and/or learning difficulties.

At the time of this inspection, one child was living at the home.

The manager registered with Ofsted in February 2024.

### Inspection dates: 16 and 17 December 2025

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people, taking into account</b> | <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:** 12 November 2024

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement            |
|-----------------|-----------------|---------------------------------|
| 12/11/2024      | Full            | Good                            |
| 18/04/2023      | Full            | Requires improvement to be good |

## Inspection judgements

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

Since the last inspection one child has left the home and has moved to a home closer to their home authority. One child has moved into the home. This move was well planned. Staff supported the child and made them feel welcome. This helped the child to settle quickly and feel at home.

The child has made good progress in all areas of their development. Managers and staff know and understand the child's needs well. They devise and put in place tailored care plans that include the child's complex health needs, their educational needs and their developmental targets. This means that the child benefits from consistent, well planned and personalised care.

Suitable education arrangements are in place for the child. These are tailored to their needs and consider their previous educational circumstances. Staff work in partnership with education providers and other relevant professionals to ensure that the child has every opportunity to reach their full potential.

The child's health and wellbeing needs are met well. They attend routine health appointments with good support and encouragement from staff. The child has access to the services that promotes their emotional well-being. Medication is stored and administered safely by trained and competent staff.

Staff know and understand the child's preferred communication style and use their skills to support them to communicate. As a result, the child is listened to and can express their wishes and feelings. The child requested a trampoline in the garden, and this was purchased by the manager, providing the child with enjoyment and opportunities for exercise. Staff recognise the importance of supporting the child to communicate as much as possible. They have introduced different methods to help improve the child's ability to communicate their wishes.

Arrangements are in place that support the child to maintain positive relationships with their families and friends. Staff work closely with the child and their family to ensure that time spent together is safe and a positive experience.

Staff help the child to develop their independence skills. They praise the child for their progress and provide lots of encouragement for them to learn new skills. This approach gives the child the confidence to try new things and as a result they are developing important skills for their future.

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

The child feels safe living at the home. Staff have a good understanding of their risks and vulnerabilities due to their complex health needs and know what to do to keep them safe.

Individual risk assessments are in place and have been reviewed. However, they do not reflect all the child's known risks. For example, the child receives an increased staffing ratio. However, there is no risk assessment detailing how this is to be carried out or the reasons for this. This means that staff are not informed of all the child's risks and how to manage and reduce them.

The use of physical intervention in the home is low. On one occasion, staff who have been involved in a physical restraint are the same staff involved in the debrief with the child, which means that there is no independent oversight. Lack of oversight and evaluation of restraint means that it is not clear if restraint practice is proportionate, safe or effective.

Staff understand the unique needs of the child in their care. They treat them with dignity, respect, and relationships are built on trust. Because of this, staff know how best to respond to the child to de-escalate any incidents. Staff consistently encourage and reinforce positive behaviours and support the child to manage their anxieties and behaviours, which positively influences their relationships in the home.

Newly recruited staff are vetted and assessed as suitable before any appointment is confirmed. These procedures promote the safety of the child by preventing unsuitable adults from working with them.

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

The manager is committed to improving outcomes for the child. He has a good understanding of the complexities of the child and how best to support them. Staff mirror the manager's approach and work hard to promote good outcomes for the child.

The manager is well supported by the responsible individual and a deputy manager who both share the same vision for the care the child receives. There is a strong management structure in place, which ensures that the home is achieving its stated aims and objectives.

Staff are well trained. They develop their skills and knowledge through regular training and taking on responsibilities within the team. This ensures that staff can meet the child's needs.

Staff like working in the home and say that they feel supported by the management team. Staff benefit from regular supervision and team meetings which consider the individual needs of the child.

There is a stable staff group caring for the child, with no changes in staffing since the last inspection. The manager ensures that there are sufficient staff to safely provide care to the child.

The manager is a strong advocate for the child. The manager and staff have established good working relationships with the child's parent and other professionals, such as, teachers and social workers. Effective communication ensures that information is shared quickly, which helps to keep the child safe.

## 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         |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| <p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—<br/>that staff—</p> <p>assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child;</p> <p>(Regulation 12 (1)(2)(a)(i))<br/>This specifically relates to ensuring that risk assessments are in place for all the child's known risks.</p>                                                                                                                   | 18 February 2026 |
| <p>The registered person must prepare and implement a policy ("the behaviour management policy") which sets out—</p> <p>how appropriate behaviour is to be promoted in the children's home; and</p> <p>the measures of control, discipline and restraint which may be used in relation to children in the home.</p> <p>The registered person must keep the behaviour management policy under review and, where appropriate, revise it</p> <p>The registered person must ensure that—</p> <p>within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person"—</p> <p>has spoken to the user about the measure; and</p> | 18 February 2026 |

has signed the record to confirm it is accurate.  
(Regulation 35 (1)(a)(b) (2) (3)(b)(i)(ii))

This relates to ensuring that staff involved in physical interventions are not completing the management oversight.

## 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:** 2697380

**Provision sub-type:** Children's home

**Registered provider:** Sure Steps Support Services

**Registered provider address:** Honeycomb East Honeycomb, Chester Business Park,  
Chester CH4 9QH

**Responsible individual:** Rachel Youd

**Registered manager:** Kevin Orme

## Inspector

Dave Carrigan, Social Care Inspector

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