

2711401

Registered provider: SureCare Residential Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a private organisation. It provides care for up to five children who experience social and emotional difficulties.

The manager registered with Ofsted in October 2025.

Inspection date: 24 March 2026

Date of last inspection: 5 August 2025

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspectors evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Since the last inspection, two children have moved into the home, and one child has moved out. At the time of the inspection, five children were living at the home.

Children's moves into the home are carefully planned. The manager evaluates the information provided by the local authority. This helps to understand the child's needs along with the impact of the children living together. Children living at the home are told when there are changes of who they will be living with. Staff complete bespoke training to ensure that they have the skills to meet children's complex needs before children move into the home. One child left the home in an unplanned move as staff could no longer meet their changing needs. Staff visited the child after they had moved out to help them settle into their new home.

Careful and detailed management of allegations and complaints takes place. When allegations about staff conduct are raised, leaders and managers respond quickly. They share allegations with both the local authority designated officer and Ofsted in a timely way. Allegations and complaints are investigated, and any learning is shared with the team. This helps staff practice to be improved and support children to feel listened to.

The staff have on occasion had to hold children to keep them and others safe. Leaders and managers ensure that reports detailing the use of physical intervention are written in detail and include a clear rationale for the intervention. Staff and children involved are offered reflective conversations afterwards and ongoing wellbeing support. This helps both the staff and the child to think about what happened, and what could be done differently in the future.

Since the last inspection, children have not gone missing from the home. Local authority return home interviews are also up to date.

Staff demonstrate safe medication administration. Staff have completed additional training in this area. A higher level of management oversight has also meant no medication errors have occurred.

The home is managed by a suitably experienced and qualified registered manager. Leaders and managers are enthusiastic and committed to providing children with good-quality care and experiences.

The manager receives regular, good-quality supervision sessions to help him to explore important topics and reflect on areas for development in line with the home's progress plans. This helps the manager's ongoing development and helps him to feel valued.

Day-to-day oversight by leaders and managers is now effective. Leaders and managers review all information relating to the children and add detailed evaluation to reports. This helps to quickly identify if the child or staff member would benefit from ongoing support.

Leaders and managers understand the importance of staff's continued development. The manager has been a driving force behind all permanent staff gaining their relevant qualification since the last inspection. This means staff have the skills and knowledge to support children with complex needs.

Family members and professionals gave unanimously positive feedback about how well children are cared for. They are confident that the manager listens and acts on feedback to help improve the delivery of care.

The company's compliance and leadership team completes monthly internal audits. These audits monitor and record children's behaviour, progress and overall experiences. Leaders and managers regularly review the strengths and weaknesses in the home to identify areas for continuous development for sustained high-quality care. However, the manager had not completed an assessment of need in line with the home's procedures for one child before they moved to the home. This gap had not been recognised within the audit. Despite this gap, the child's needs were understood, and staff were well prepared to support the child.

All requirements made at the last inspection have been met and one recommendation has been made as a result of this inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/08/2025	Full	Requires improvement to be good
25/09/2024	Full	Good
27/11/2023	Full	Good

What does the children's home need to do to improve?

Recommendation

- The registered person should ensure that internal scrutiny of the home includes the review of regulatory documents relating to the assessed needs of children. ('Guide to the Children's Homes Regulations, including the quality standards', page 55, paragraph 10.24)

Children's home details

Unique reference number: 2711401

Provision sub-type: Children's home

Registered provider: SureCare Residential Limited

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

Responsible individual: Emma Barr

Registered manager: Liam Chapman

Inspectors

Lexi Mitchell, Social Care Inspector
Abby Lynch, Social Care Inspector

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