

2711401

Registered provider: SureCare Residential Limited

Full 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 have experienced trauma that has left them vulnerable.

The manager registered with Ofsted in June 2023.

Inspection dates: 27 and 28 November 2023

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 previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of the inspection, two children were living at the home. One child has moved out, supported by their social worker and the staff. The child has moved to accommodation that better suits their needs.

The home has a warm, loving atmosphere. Staff are affectionate with the children. The children actively spend time with staff and there is a shared sense of humour. Staff praise the children and compliment them regularly. There is a lively upbeat atmosphere. Conversations flow and children talk about board game competitions that they enjoy.

One of the children has been supported to return to mainstream school, where they have an excellent attendance record. Staff supported the child and their family to attend a local authority awards ceremony where the child was presented with a cup. This celebrated the child's resilience and ability to engage with education during several moves. One child is currently waiting for a school place to be allocated. Staff support the child with online tuition. Staff support the children with their homework. Children know that staff value education.

Children are registered with appropriate health services. One child is particularly pleased that they have been able to see a local dentist and a course of dental treatment has started. This has boosted the child's confidence. Staff encourage a healthy diet with a variety of meals chosen by the children. The children are encouraged to cook, which helps to increase their independence skills.

The staff team is culturally diverse, and the children and staff engage in conversations about culture and diversity. One child is trilingual. They have recently cooked a meal that celebrates their culture and heritage. The child has written menus and talked about enjoying this meal in the past. This has introduced the staff and children to their cultural identity.

Staff encourage children to contribute to the local community. They have taken part in supporting the local food bank. Children chose items to buy and share and visited the food bank with staff. Children chose items that showed they understand the essential foods people need for healthy living. The children have decided that they would like to make this a regular activity.

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

Staff understand children's plans and know how to respond if anyone is missing from the home. One child leaves the home when they are upset. Staff know where they go and actively look for them. The child returns to the home once they feel calm. The child shows that they trust staff and talks about how much staff have helped them to understand how their anger affects others.

During the inspection, one child became upset and left school. Staff were informed as soon as this happened and responded using therapeutic talking techniques. Staff showed empathy and understanding during the conversations they had with the child and were able to support and guide the child back to school.

Staff receive regular safeguarding training and use scenario-based conversations in team meetings to ensure that they respond consistently. There is a culture of professional curiosity. Staff encourage children to talk about any issues. Consequences are natural and restorative and help children to know that staff care about them.

Risk assessments are tailored to children's individual needs and are based on known and probable risks. Plans are shared with the children, and there are mutual conversations about why staff need to protect them. Following incidents, children are encouraged to take part in reflective conversations. One child said that they value being able to talk to staff and this helps them to learn about their behaviour. Children are learning life lessons by doing this.

Children said that they enjoy key-work sessions. Staff ensure that a wide variety of topics are discussed. This helps to support children's resilience and emotional well-being. Children enjoy discussions, and staff look forward to key-work sessions with them.

The effectiveness of leaders and managers: good

The manager is currently studying for a level 5 qualification in leadership and management. She is experienced in working in residential childcare and is keen to share her therapeutic approach. Staff are encouraged to show children that they are loved and appreciated. Children are taught how to set goals for themselves and to seek to be the best they can. Progress is measured individually, and the manager is consistent with praise that acknowledges the children's starting points.

The manager advocates for the children, encouraging staff to share how targets will be achieved. As a leader, the manager challenges wider professionals to support children to have the best outcomes. Social workers speak highly of the manager. They described communication as being 'very strong' and said that they can see progress for the children.

Staff have an identified career path that is supported by goals set in supervision meetings. All staff are encouraged to take on additional responsibilities that will help them to achieve their goals. The manager helps staff to understand the ethos of the home. Staff say that they feel content in their roles and enjoy working with the manager and children.

The home's therapeutic framework is threaded through staff's work and the wider environment. Staff are confident to work therapeutically with the children. This is supported by the wellness team, which includes psychological input.

The manager does not always monitor incidents to fully identify patterns and trends in children's behaviours and staff's responses. This could lead to some areas of quality assurance lacking analysis. The manager has not gathered feedback from stakeholders to drive improvements in the quality of care provided.

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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h))	27 January 2024

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: 2711401

Provision sub-type: Children's home

Registered provider: SureCare Residential Limited

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

Responsible individual: Emma Barr

Registered manager: Leah Blackman

Inspector

Trudy Potter, Social Care Inspector

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