

2817732

Registered provider: Surety Care Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is registered to provide care for up to three children who may experience social and emotional difficulties.

There has been no registered manager in the home since July 2025.

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

Inspection date: 17 November 2025

This monitoring visit

Serious and widespread concerns were identified during an assurance inspection on 7 October 2025. As a result, two compliance notices were issued in relation to regulations 12 and 13. Due to the significant shortfalls, Ofsted also issued a restriction of accommodation notice to prevent further children from being admitted to the home. This monitoring visit took place to evaluate the provider's compliance with the notices.

Overall home conditions are satisfactory. However, the child's bedroom remains poorly maintained. The child continues to sleep on a mattress on the floor after breaking their bed more than four weeks ago. Although offered a bed from another room, the child declined, expressing a preference for a new bed. No replacement has been purchased. Offensive language remains painted on the bedroom walls.

The child currently living in the home states that things have improved since the new manager assumed responsibility. They feel listened to and value the increased opportunities for time in the community with friends. This has led to a reduction in missing-from-home episodes for the child.

Risk assessments are now current, detailed and clearly focused on identifying, analysing and mitigating risks linked to the child's individual needs and behaviours. Staff demonstrate improved implementation of risk management strategies in daily practice, and management oversight ensures assessments are reviewed following

incidents or changes in circumstances. Safeguarding arrangements have therefore strengthened.

The acting manager has made notable progress in a short period. Increased managerial presence, enhanced oversight, targeted staff development and structured monitoring and reflective practice have begun to stabilise and improve the quality of care. While the foundations for consistent and effective leadership are now in place, these improvements require further embedding and sustained implementation.

Staff describe feeling well supported by the new leadership team. Two new senior staff and the acting manager have contributed to a more positive and structured environment. Staff report increased confidence in meeting the child's needs due to improved support and guidance.

Leaders and managers have implemented clear and targeted actions to address previous shortfalls. This includes introducing strengthened monitoring systems and new audit tools and improving staffing competence through the development of acting senior roles and a comprehensive workforce development plan.

Training has been allocated appropriately, with workshops such as risk assessment and therapeutic writing delivered and further sessions scheduled. Oversight has improved through updated compatibility risk assessments, a fully up-to-date supervision matrix and the appointment of a new independent person for Regulation 44 visits.

Management presence in the home is stronger, and supervision arrangements, including for night staff, are now more robust. Clinical support is being established through planned work with a psychologist. Learning from incidents is being reviewed, with historical events identified for reflective analysis. A new key-work folder and revised team meeting structure support consistent and reflective practice.

The acting manager plans to step up into the role of responsible individual, and a new manager has been recruited. The acting manager plans to remain in post until the new manager is in post, indicating a commitment to maintaining stable leadership.

Sufficient progress has been made to determine that the compliance notices have been met. All statutory requirements, including those previously subject to compliance notices, remain in place and will be reviewed at the next inspection to ensure that improvements are fully embedded. The restriction of accommodation notice has been lifted.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/06/2025	Full	Requires improvement to be good

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 with the given timescales.

Requirement	Due date
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— 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; have the skills to identify and act upon signs that a child is at risk of harm; and understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; (Regulation 12 (1) (2)(a)(i)(iii)(v)) This relates to ensuring that staff have a clear understanding of children's risks and how to manage these. This also relates to ensuring that staff identify and respond appropriately to risk.	16 February 2026
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—	16 February 2026

lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(c)(d)(f)(h)) This specifically relates to ensuring that there is consistent and appropriate oversight of the home to ensure children are receiving good-quality care. This also relates to ensuring that the staff in the home have the knowledge, skills and experience to meet the needs of the children.	
The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. (Regulation 14 (1)(a)(b)) This specifically relates to ensuring that new children moving into the home are adequately risk assessed against the needs of the child living in the home and that when a child leaves the home, this is a positive experience for them.	16 February 2026
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults.	16 February 2026

In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; de-escalate confrontations with or between children, or potentially violent behaviour by children; that each child is encouraged to build and maintain positive relationships with others. (Regulation 11 (1)(a)(b)(c) (2)(a)(iv)(xi)(b)) This specifically relates to ensuring that the reactions of staff to children's behaviour are appropriate and that staff have the skills to form and sustain meaningful relationships with children in order to support them with their behaviour.	
The registered provider must appoint a person to manage the children's home if— there is no registered manager in respect of the home. (Regulation 27 (1)(a)) This specifically relates to ensuring that a suitable manager is appointed and applies to register with Ofsted in the appropriate timescales.	16 February 2026
A responsible individual must— have the capacity, experience and skills to supervise the management of the home, or the homes, in respect of which the responsible individual is nominated. (Regulation 26 (7)(b)) This specifically relates to ensuring that the responsible individual is effective in the home.	16 February 2026

Recommendations

- The registered person must ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)
- The registered person must ensure that the home is a nurturing and supportive environment that meets the needs of their children and is a homely, domestic environment, with care and attention given to the child's bedroom. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 2817732

Provision sub-type: Children's home

Registered provider: Surety Care Limited

Registered provider address:

Responsible individual: Mark Higginson

Registered manager: Post vacant

Inspector

Lauren Barwell, Social Care Regulatory Inspector

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