

Children's homes - interim inspection

Inspection date	26/01/2016
Unique reference number	SC462729
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Surecare Residential Limited
Registered person address	19e North Street, Bishops Stortford, Herts, CM23 2LD

Responsible individual	Emma Barr
Registered manager	Post Vacant
Inspector	Rosie Davie

Inspection date	26/01/2016
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
<p>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</p> <p>This home was judged Good at the full inspection. At this interim inspection Ofsted judge that it has Sustained effectiveness.</p> <p>There have been no admissions and no discharges since the last inspection, which means continuity within the home. Young people say that some changes in staff have not had a lasting impact.</p> <p>The registered manager has resigned as a result of promotion within the organisation. The deputy manager has now taken on the role of manager; she knows the young people, staff, and home well.</p> <p>Managers and leaders have met both requirements and the recommendation made at the last inspection.</p> <p>Staff continue to support, and guide the young people towards making plans for their future and, as a result, they make progress. The approach means that staff deliver care in ways that reflect individual personalities and circumstances. Staff are receptive and work with young people at their own pace. This helps to build and sustain relationships.</p> <p>The home provides spacious accommodation. The manager has a development plan agreed with external managers to refresh décor in communal areas of the home. However, a more expedient response is necessary by the manager when young people show staff damage to bedroom furniture.</p> <p>Staff motivate and encourage young people in their further education. Those who have been out of education or employment receive consistent messages about the expectation and, as a result of coaxing, they re-engage. Some young people attend school full time and their attendance is excellent. Those who have tutors coming to the home receive support to participate. One agency said: 'The home do all that they can to encourage my young person to engage with education.' Staff liaise with some external agencies to support young people placed out of authority. However, there is a failure by the home to communicate directly with the virtual school head. This has contributed to a delay in facilitating one young person's reintegration into an education setting.</p>	

Young people do not go missing from this home. Staff are clear about the local procedures and protocols to follow should this happen.

Clearly recorded incidents show the effective action staff take to de-escalate situations. Physical intervention is unusual and used as a last resort. Boundaries are clear. Staff work well to recognise and reward positive behaviours. As a result, challenging behaviour is well managed and results in young people learning to take responsibility for their actions.

Information about this children's home

This privately owned home is registered for up to four young people with emotional and or behavioural difficulties. Young people can access education through the provider.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/07/2015	Full	Good
03/02/2015	Interim	Sustained effectiveness
12/11/2014	Full	Good
11/12/2013	Full	Good

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

Recommendations

To improve the quality and standards of care further the service should take account of the following recommendation(s):

Ensure all staff have an understanding of the role of the Virtual School Head and that there is contact with the Virtual School Head from the placing local authority who remains responsible for promoting the child's educational achievement for any child placed from a different local authority. (The Guide to the Quality Standards, page 27 paragraph 5.10)

Ensure the expedient meeting of children's basic needs in the way that a good parent would with specific reference to attending to broken furniture. (The Guide to the Quality Standards, page 15 paragraph 3.7)

What the inspection judgements mean

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the *Inspection of children's homes: framework for inspection*.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, young people and their families. In addition the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people who it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service 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*.

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