

Children's homes – Interim inspection

Inspection date	07/03/2017
Unique reference number	SC462729
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Surecare Residential Limited
Registered provider address	13 Apton Rd, Bishop's Stortford CM23

Responsible individual	Emma Barr
Registered manager	Dawn Francis
Inspector	Rosie Davie

Inspection date	07/03/2017
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 as good at the full inspection. At this interim inspection, Ofsted judges that it has sustained effectiveness.</p> <p>Since the last inspection, no children have been admitted or discharged. This means that the same group of children have continued to live with one another. One child spoken to said, 'Things are good and I have applied to go to college after the summer.'</p> <p>There has been a significant change in the staff team, but the registered manager continues. The current deputy was promoted from within the staff team. This has helped to provide some continuity for the children. One child said, 'All of the staff are lovely and they are good at letting us know about any changes in staff before this happens.'</p> <p>The three regulations set at the last inspection have been met. The staff that should be, are now completing the required level three qualification. The registered manager is doing more to ensure that those children who disengage from learning have school placements. A representative from a virtual school said, 'The manager has been proactive to make sure that our child receives the education that he should. The manager has advocated for him really well.'</p> <p>There have been a very small number of restraints involving one child. The staff continue to deal with challenging situations, including aggression and damage to property, but the frequency of incidents continues to reduce. The records of incidents show that the staff try to diffuse situations before they escalate and, some of the time, they are successful. However, records show that, on one occasion, the response from one member of staff dealing with one child, who was challenging, was not in line with the provider's behaviour management policy. The situation escalated, which resulted in a physical intervention. The records do not demonstrate how the staff member's actions were addressed on this occasion. This means that the registered person has failed to ensure that each member of staff responds appropriately and effectively when managing challenging behaviours.</p> <p>The registered manager is responsive to complaints made by the children. Incidents of children going missing tend to be isolated. Key stakeholders are made aware of any occasions of children going missing. However, on one occasion the registered manager failed to notify Ofsted when one child went missing overnight. Failure to notify the regulator of significant incidents is a breach of regulation. This</p>	

shortfall has no impact for any child on this occasion.

On two other occasions, two of the children left the home in the middle of the night unbeknown to the staff. Ofsted and all relevant agencies were appropriately notified of these incidents. The senior leaders and the registered manager took immediate action to address the issue of risk with the children, and to make changes to the internal night time alert systems. As a result of the actions taken, the two children have not left the home in this way since. However, this inspection identified that the opportunity for the staff, who were on shift at the time, to learn from the incidents falls short. This is because they were not involved in the discussions held about the lessons learned. This shortfall means that not all of the staff are engaged in learning about the impact of their role.

Agencies, including social workers and the police, provide good feedback about the home and the progress made by the children. Comments include:

- 'This placement is providing our child with stability.'
- 'Our child tells me that he is very happy in this placement.'
- 'We receive good monthly reports and communication is also very good.'
- 'The home works well with other professionals.'
- 'Our child continues to meet with, and benefit from, the support from the therapist.'
- 'We hope that our child can remain living in the home because he is engaging with education.'
- 'Our child is doing well with working towards independence.'
- 'They are really good and well organised.'
- 'The registered manager thinks creatively about how to help the children and what to put in place for them.'

Information about this children's home

One of a small group, this children's home offers care and support for up to four children of either gender who have emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/08/2016	Full	Good
26/01/2016	Interim	Sustained effectiveness
21/07/2015	Full	Good
03/02/2015	Interim	Sustained effectiveness

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

Statutory requirements

This section sets out the actions which must be taken so that the registered person(s) meets 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
The registered manager must implement the behaviour management policy, which sets out how appropriate behaviour is to be promoted in the children's home and the measures of control, discipline and restraint which may be used in relation to children in the home. (Regulation 35 (1)(a)(b))	31/05/2017
The registered person must notify HMCI without delay if an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious. (Regulation 40 (4)(b))	31/05/2017

Recommendations

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

- The registered person must ensure that there are high expectations of all staff as committed members of the team. In support of this, children's homes should ensure that all staff are engaged in ongoing learning about their role and the children they work with. ('Guide to the children's homes regulations including the quality standards, page 6, Residential child care-key principles)

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 that 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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