

Children's homes – Interim inspection

Inspection date	28/03/2017
Unique reference number	SC384018
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Surecare Residential Limited
Registered provider address	13a Apton Road, Bishops Stortford, Hertfordshire CM23 3SP

Responsible individual	Emma Barr
Registered manager	Stephen Robertson
Inspector	Rosie Davie

Inspection date	28/03/2017
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>The manager is registered with Ofsted. His presence and approach offer stability and continuity for the children. His confidence and understanding of regulation are growing. Four of the five regulations made previously are met, and one is repeated, this time with a specific emphasis. The improvements include that those who should be are registered to complete the required level 3 qualification, and that the location risk assessment is sufficiently reviewed.</p> <p>The majority of the children continue to make good, steady progress in their own ways. For example, for some, school attendance is improving in relation to their starting points. This helps to raise self-esteem and confidence. One child said, 'I have been working to get on at school and will be going to college.' However, one child who is over 16 is not currently participating in any education, apprenticeship or employment. This demonstrates that, when those children are not motivated to engage, the home's approach is not sufficiently creative to produce positive results for these children. This reduces opportunities for children to achieve future employment.</p> <p>Notice has been served for one of the children, and a leaving party took place. However, this was over four months ago. The registered manager said that he has agreed to continue with the placement while the placing local authority sources an alternative and appropriate resource. The current care plan does not go far enough to make clear how the staff will support this child with the new temporary arrangement in place while she is continuing in the care of this service. The ongoing uncertainty is having an impact on her willingness to engage with the staff. This example represents a failure in care planning for this individual child.</p> <p>Although incidents continue, in the last few months these have reduced in frequency and intensity. One child said, 'My behaviour is much better. The staff talk to us and if we break something they tell us why this is not right and involve us in putting it right.' This helps the children to learn about the impact of their behaviour.</p> <p>Some of the children accept and attend therapy sessions. This helps them to develop strategies to manage their feelings and emotions. The approach to delivering a therapeutic service as described in the statement of purpose is increasingly less evident in the children's plans, particularly when the children do</p>	

not engage or have stopped engaging. For example, some of the children do not have clear individualised targets. For those who have, the records to demonstrate the monitoring, review and evaluation of the information gathered by the staff during a shift is not clearly linked to the care plan. Furthermore, the levels of collaboration between the manager and the therapist are not as collaborative as described. The result is a failure to ensure that the home is conducted at all times as described in the statement of purpose.

Physical intervention is rare. Missing continues but incidents have reduced significantly from some of the children's starting points, which is a significant achievement. The staff are quick to respond to and follow the local police protocols when the children leave the home. They are also very good at working to keep in touch with the children. The overall result is that the children return more quickly. One social worker said, 'Our child would not stay at many other placements and, here, missing has reduced to occasional.'

The manager's approach to the recording and overseeing of incidents of missing has improved. However, it does not yet go far enough, and the result is a repeat of this regulation. This is because the system for ensuring that the children who go missing have a return from missing interview, conducted by an independent person, is not established.

The manager is responsive when concerns are raised by the children. This helps them to feel listened to. The frequency of complaints from neighbours has reduced, and this reflects the proactive approach from the manager who meets with them. Some of the children have made new friends who visit the home. These improvements help the children to experience acceptance from the immediate community.

Information about this children's home

This home is registered to provide care for up to four children who have emotional and/or behavioural difficulties. It is one of a small group run by an independent provider. A psychologist is available to offer direct psychological support to the children. The provider also operates a school. The staff are available to support the children to access this resource.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/07/2016	Full	Good
13/01/2016	Interim	Sustained effectiveness
09/06/2015	Full	Good
05/02/2015	Interim	Declined in 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) meet(s) 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
<p>The registered person must implement as required—</p> <p>a policy (in this regulation referred to as 'the missing child policy') setting out—</p> <p>(b) the procedures to be followed and the roles and responsibilities of persons working at the children's home, in relation to a child who is, or has been, so absent. (Regulation 34 (4)(b))</p> <p>This is with particular reference to ensuring that children who go missing have a return from missing interview conducted by an independent person.</p>	26/05/2017
<p>14: The care planning standard</p> <p>In order to meet the care planning standard, the registered manager must ensure that—</p> <p>(1)(a) each child receives effectively planned care through the children's home</p> <p>(1)(b) each child has a positive experience of moving on from the home.</p>	26/05/2017
<p>The registered person must ensure that the home is at all times conducted in a manner which is consistent with its statement of purpose. (Regulation 16(5))</p> <p>This is with specific reference to the levels of therapeutic support for each child.</p>	26/05/2017

Recommendations

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

- The government has raised the participation in education age so that all young

people, from the summer of 2015, will be required to continue in education or training until their 18th birthday. Young people can choose how to participate. This can be through full-time education, an apprenticeship or traineeship, or by combining full-time employment with part-time education or training. While the duty is on the young person themselves, it is important that children's homes' staff encourage the young person to continue their education or training and support them to develop the skills necessary to succeed in the option they choose. ('Guide to the children's homes regulations including the quality standards', page 28, paragraph 5.16)

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 whom 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'.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance, 'Raising concerns and making complaints about Ofsted', which is available from Ofsted's website: www.gov.uk/government/organisations/ofsted. If you would like Ofsted to send you a copy of the guidance, please telephone 0300123 4234, or email enquiries@ofsted.gov.uk.

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, workbased learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It inspects services for children looked after and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/government/organisations/ofsted

© Crown copyright 2017