

# SC470645

Registered provider: Surecare Residential Ltd

Interim inspection

Inspected under the social care common inspection framework

## **Information about this children's home**

This home provides 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 offers direct psychological support to the children alongside consultation for the staff. The provider also operates a school.

**Inspection date:** 5 March 2018

**Judgement at last inspection:** requires improvement to be good

**Date of last inspection:** 3 May 2017

**Enforcement action since last inspection:** none

## **This inspection**

### **The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection**

This home was judged requires improvement to be good at the last full inspection. At the interim inspection, Ofsted judges that it has improved in effectiveness.

The home experienced an unsettled period that included a change of manager. During that period, a number of significant events occurred, and there was some extremely challenging behaviour presented by children who have since moved on. Ofsted was unaware of an incident that was referred to the designated officer. The failure to notify prevents Ofsted from having an awareness of the events that have taken place at the home and the arrangements to safeguard children.

The new manager has worked at the home and within the organisation for a number of years. This familiarity has enabled her to quickly introduce a sense of stability and calm to the home. The staff spoke positively about the manager and described her as

'supportive' and 'fantastic'. The staff said that the manager's approach is 'nurturing and encouraging', and described how this is helping them to develop in their work. It is evident, through the observations of the children with the manager, that the children are equally enthusiastic about the manager. The interactions between the children and the staff are caring and full of warmth and humour. The staff are adept at quickly establishing positive working relationships with the children. These relationships assist with the implementation of the home's therapeutic ethos. The children say that they are happy living at the home and that they feel safe. They are able to identify staff with whom they would speak if they had any issues.

Since the last inspection, three children have moved in and one has moved out. The child who moved out transitioned in a planned way to another home within the organisation. This internal move provided the child with a sense of consistency. While living at this home, the child's school attendance greatly improved and her timetable increased from part time to full time. Prior to moving in, each of the current children had sporadic or limited school attendance. The staff have been quick to secure education placements for all of the children. The children are all now achieving high levels of attendance and starting to recognise the important role of education in their lives.

A child was having a family visit at the home at the time of the inspection. The family member commended the staff for their assistance with ensuring that their contact occurs regularly.

Team meetings are a combination of information-sharing and training. The therapeutic coordinator now attends the staff meetings. The therapeutic coordinator works with staff to identify strategies that will assist them in their work with the children. The manager is also working with the staff to develop their use of positive reinforcement to help the children to modify any negative behaviours. The staff use the outcome of the discussions and the agreed strategies when reviewing the children's behaviour management support plans and risk assessments. The manager is revising the format of these documents to minimise duplication.

Missing-from-home episodes are infrequent. Should an incident occur, the staff actively search for the children in the local area and are confident in the reporting processes. The use of physical interventions has reduced, as has the number of incidents. A social worker said, '[The child] has really improved. There has been a reduction of incidents and she has settled. They [the staff] are doing a good job with her. [The child] is safe here. I have no worries or concerns.'

The home has a new independent visitor who compiles a visit report each month. The format is being refined to ensure that the reports, which are very detailed, include the data that will assist the manager in monitoring trends. The manager has undertaken her first quality of care report. The report is comprehensive and includes the views of the children and how the manager plans to develop the service. Feedback received from professionals is positive and indicates a high level of satisfaction with the progress that the children are making. External professionals are also positive about the team's partnership working and the levels of communication. A social worker described the

communication as 'very good, brilliant, could not ask for more'.

The home is in the process of redecoration. There are some aspects, such as the external paving and some of the internal plastering, that form part of a list of works to be completed. The maintenance team is currently working through the list. However, its priority is on decorating the children's bedrooms. A child was excited as her walls are freshly painted and the wallpaper for her feature wall was due to be hung the next day. The child spoke about how nice her bedroom was looking, and could not wait to move everything back in.

The five requirements and two recommendations made at the last inspection have all been met:

- The manager is supporting and encouraging the staff to build and develop the skills that will enable them to work well with the children. The manager believes that she now has the right staff team for the home.
- All eligible staff possess a relevant level 3 qualification.
- The home's statement of purpose is updated regularly and the manager supplies Ofsted with a copy within the expected timescale.
- The staff are receiving supervision sessions at the frequency specified in the home's supervision policy.
- The bullying policy details how an allegation of bullying will be addressed.
- The manager conducts a thorough matching process prior to children moving in. She also sees feedback from former carers, family members and professionals. This comprehensive approach enables her to ensure that placements are suitable.
- Children now have memory books that detail their achievements and experiences at the home.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/05/2017	Full	Requires improvement to be good
21/02/2017	Interim	Declined in effectiveness
24/05/2016	Full	Good
25/01/2016	Interim	Sustained effectiveness

## 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, 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 person must notify HMCI and each other relevant person without delay if there is any incident relating to a child which the registered person considers to be serious. (Regulation 40(4)(e))	05/04/2018

### Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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.

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:** SC470645

**Provision sub-type:** Children's home

**Registered provider:** Surecare Residential Ltd

**Registered provider address:** Spirare Limited, Mey House, Bridport Road, Poundbury, Dorset DT1 3QY

**Responsible individual:** Emma Barr

**Registered manager:** Kirstie Robinson

## **Inspector**

Sonia Hay, social care inspector

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