

SC462729

Registered provider: Surecare Residential Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately run home provides care for up to four children who have experienced significant trauma resulting in a range of behavioural, emotional and social difficulties.

The manager was registered in October 2018.

Inspection dates: 23 to 24 April 2019

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 27 November 2018

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/11/2018	Full	Requires improvement to be good
18/12/2017	Full	Good
07/03/2017	Interim	Sustained effectiveness
10/08/2016	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children are beginning to make good progress. The children have positive, trusting relationships with a staff team that understands children's past traumas and the impact that traumas can have on their behaviours.

Children spoke positively about the staff and said that they enjoy spending time with them at the home and out on activities. Staff understand the importance of celebrating children's achievements. Each child has an achievement file and photo album, which they can take with them when they leave the home. This means that children will have positive memories of their time at the home.

Staff actively encourage children to attend and engage in education. Two children are progressing well and have high attendance levels at school. However, one child, who was out of education for some time before coming to the home, still has no education placement. The manager has been proactive in trying to work with the placing authority. Despite the manager raising concerns, this has been a slow process. Consequently, the child is missing out on education, which will have an impact on their future life chances.

Children's individual plans are informative and regularly reviewed by staff. Children are involved in and understand their plans. However, children's paperwork is not signed or dated by the author. Consequently, the records lack clarity and accountability.

Children feel valued and listened to. Children attend weekly house meetings, during which a wide variety of topics are discussed. Actions from previous meetings are read out so that children know that their views have been listened to and acted on.

When appropriate, and in consultation with the social worker, children are supported to have contact with their friends. Children benefit from valuable opportunities to build and maintain friendships.

Children said that they are involved in choosing the decor for the house and their bedrooms. However, the main areas of the house are sparse. The dining room has no furniture and the lounge would benefit from being made homelier. The staff have begun to put photos of the children around the home, but it lacks a warm, nurturing feel.

How well children and young people are helped and protected: good

Children said that they feel safe, because they can talk to the staff if they are worried or upset and that staff listen to and help them.

Staff have been proactive in ensuring that children have advocates when the children do not agree with plans that have been made for them. Children have appropriate support to challenge their plans and make their views known.

Sanctions are fair and proportionate. Staff reward children for positive behaviours. This

reinforcement lets children know that staff recognise when they have done well.

Physical interventions have decreased since the last inspection and mainly relate to one child. Records have improved since the last inspection. Children benefit from a debriefing that is followed up by a key-work session. This means that children have the opportunity to recognise unwanted behaviours and receive help to try strategies to manage their behaviour more positively.

Staff challenge unwanted behaviours and reinforce boundaries. They understand the need for consistency with the children and are able to de-escalate potentially difficult behaviours.

Children have comprehensive individual risk assessments. These assessments are reviewed and updated after an incident. Regularly reviewed and updated risk assessments help the staff to work consistently and to keep children safe.

Fire equipment checks are not carried out regularly. This means that issues may not be identified and rectified in a timely way.

A child said that, at times, she feels bullied. The staff are aware and have spoken to her. However, there are no records in the bullying log of the behaviour or the actions taken by staff. Consequently, there is a lack of information about the way in which incidents have been managed. This makes it difficult to monitor practice to ensure that the child feels supported.

The effectiveness of leaders and managers: good

Eight requirements from the last inspection have been met and one will be repeated. Two recommendations have been met and one will be repeated. The manager has made great improvements to the paperwork systems since the last inspection. Consequently, staff have a better understanding when completing paperwork and can better evidence children's progress. The manager recognises the strengths of the home and areas for further development. The manager and deputy have a clear vision for the home.

Staff receive regular supervision that supports them to work with the children effectively and enables each staff member's personal development.

Staff have undertaken the organisation's mandatory training. However, four staff members have not achieved a relevant level 3 qualification within the required timescale. Consequently, not all staff are suitably qualified to work at the home. The directors have written to staff who have not achieved the qualification within the timescales, to reiterate the requirement to hold a relevant level 3 diploma.

Professionals and parents said that the manager is committed to the children and works hard to support their progress. There is clear evidence that the manager confidently raises issues with professionals if she feels that actions, or proposed actions, are not in the best interests of a child.

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
<p>The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure–</p> <p>that staff–</p> <p>maintain regular contact with each child's education and training provider, including engaging with the provider and the placing authority to support the child's education and training and to maximise the child's achievement;</p> <p>raise any need for further assessment or specialist provision in relation to a child with the child's education or training provider and the child's placing authority. (Regulation 8 (1)(2)(a)(vi)(vii))</p>	24/05/2019
<p>The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on–</p> <p>mutual respect and trust; and</p> <p>an understanding about acceptable behaviour; and</p> <p>positive responses to other children and adults.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that staff–</p> <p>understand and communicate to children that bullying is unacceptable: and</p> <p>have the skills to recognise incidents or indications of bullying and how to deal with them. (Regulation 11 (1)(a)(b)(2)(a)(xii)(xiii))</p>	24/05/2019
The registered person must ensure that the requirements of the	06/05/2019

<p>Regulatory Reform (Fire Safety) Order 2005 and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home. (Regulation 25 (2)(b))</p> <p>In particular, carry out regular fire checks and make a record of the checks.</p>	
<p>For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained–</p> <p>the Level 3 Diploma for Residential Childcare (England) ('the Level 3 Diploma'); or</p> <p>a qualification which the registered person considers to be equivalent to the Level 3 Diploma.</p> <p>The relevant date is–</p> <p>in the case of an individual who starts working in a care role in a home after 1 April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or</p> <p>in the case of an individual who was working in a care role in a home on 1 April 2014, 1 April 2016. (Regulation 32 (4)(a)(b)(5)(a)(b))</p>	25/06/2019
<p>The registered person must maintain records ('case records') for each child which–</p> <p>include the information and documents listed in Schedule 3 in relation to each child;</p> <p>are kept up to date; and</p> <p>are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c))</p>	06/05/2019

Recommendations

- For children's homes to be nurturing and supportive environments that meet the needs of their children, they will, in most cases, be homely, domestic environments. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9)

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 difference 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.

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: SC462729

Provision sub-type: Children's home

Registered provider: Surecare Residential Limited

Registered provider address: 13a Apton Road, Bishop's Stortford, Hertfordshire
CM23 3SP

Responsible individual: Emma Barr

Registered manager: Melissa Thomas

Inspectors

Trish Palmer, social care inspector

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