

SC462729

Registered provider: Surecare Residential Limited

Interim inspection

Inspected under the social care common inspection framework

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

The manager was registered in October 2018.

Inspection date: 23 January 2020

Date of last inspection: 23 April 2019

Judgement at last inspection: good

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 good at the last full inspection.
At the interim inspection, Ofsted judges that it has improved effectiveness.

Four requirements and one recommendation were set at the last inspection. The manager has met three of these requirements. One requirement and the recommendation are restated.

The staff understand the importance of education and providing the children with the same opportunities as their peers. The children have made good progress in their education. The level of attendance at school is high. The children have passed their exams and achieved good grades. The staff celebrated the exam results with the children. One child was able to attend her school prom.

Two children have moved out of the home. The staff understand how difficult transitions can be for children who are leaving the home. The staff work closely with the child, the social worker and the new placement to ensure that each transition is managed well.

The staff enable the children to develop their independence skills safely. The children help the staff to cook, and the staff support the children to keep their rooms tidy and to do their laundry. This helps to prepare the children for adult life.

The children know how to complain. There have been two complaints from children since the last inspection. These were resolved quickly. The children were kept updated and they said that they felt listened to and were happy with the outcome.

Children feel safe at the home. The number of incidents of children going missing from the home has decreased. The manager works closely with the local missing person's team and local police officer. The staff make detailed records when children go missing. This helps the manager to identify patterns and trends to inform strategies to reduce the likelihood of further incidents. There has been a significant decrease in physical restraints. The staff manage potentially difficult situations well without the need to regularly resort to restraint.

The children's regularly updated risk assessments are comprehensive. The information and strategies in the risk assessments help the staff to work with and keep the children safe.

The organisation has begun to use an electronic system to record and store records. This helps the manager to monitor the staff's practice and outcomes. The manager also uses the independent monthly reports to develop the service.

Safeguarding concerns are managed well. The manager reports concerns appropriately and follows advice from the designated officer and police. This protects the children.

There has been a high turnover of staff since the last inspection. These changes to staffing make it difficult for the children to build and maintain positive relationships with the adults who work with them.

The staff have undertaken the organisation's mandatory training. However, not all the staff have achieved a level 3 qualification within the required timescale.

Since the last inspection, there have been some gaps in supervision. New staff have not received fortnightly supervisions as set out in the organisation's induction plan. This means that inexperienced staff may not get the support that they need.

The home has benefited from some redecoration, and new furniture has been purchased. The children have been involved in choosing furnishings for the house. However, the home generally lacks a warm and nurturing feel.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/04/2019	Full	Good
27/11/2018	Full	Requires improvement to be good
18/12/2017	Full	Good
07/03/2017	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
<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>	14/05/2020
<p>The registered person must ensure that all employees—</p> <p>undertake appropriate continuing professional development;</p> <p>receive practice-related supervision by a person with appropriate experience; and</p> <p>have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33(4)(a)(b))</p>	02/03/2020

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)

- The registered person must achieve continuity of staffing so that children's attachments are not overly disrupted, including ensuring that the employment of any temporary staff will not prevent children from receiving the continuity of care that they need. ('Guide to the children's homes regulations including the quality standards', page 51, paragraph 10.1)

In particular, build a stable staff team so that the children can develop and sustain good-quality relationships with the adults who care for them.

Information about this inspection

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.

Inspectors have looked closely at the experiences and progress of children and young people, 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

Inspector

Trish Palmer, Social Care Inspector

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