

SC462729

Surecare Residential Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a private organisation. It 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 registered in October 2018.

Inspection date: 2 March 2021

This monitoring visit

The home was judged as good following a full inspection on 23 April 2019. There has been an increase in safeguarding concerns notified to Ofsted since November 2020. The purpose of the visit was to assess how the provider has managed these concerns.

The visit was a blended approach of off-site and on-site activity. Information was gathered through conversations with the staff and children and review of electronic records. No immediate safety or safeguarding concerns were identified.

There are currently three children living at the home. Four children have moved into the home and four children have moved out since July 2020.

Safeguarding concerns have been managed well. The manager shares information with the relevant agencies and follows advice. Investigations are thorough and shared appropriately with other professionals.

The children's risk assessments and behaviour management plans are clear and informative. These documents support the staff's understanding of the triggers for unwanted behaviours. The documents are regularly reviewed and updated when necessary, so that the staff have accurate information to help the children to stay safe.

The association of unsuitable adults with one child has put the child at risk. The manager worked with the police and other agencies to ensure that the child was safe. Clear missing-from-care protocols and safety management plans underpin safe practice.

The children have been able to see their families during the COVID-19 (coronavirus) pandemic restrictions. The children said that there are lots of activities in the house to keep them occupied. One child is starting college in September to do a course in hospitality. In the meantime, she is looking to complete online courses. Another child is having education at the home from a tutor and is progressing well.

The staff work with other professionals to keep children safe. A child said that they feel safe living at the home. The child said that the staff listen to them if they are worried and help them. There has been one complaint made by a child since the last inspection. The manager responded to the child promptly and kept them updated until the issue was resolved. A child spoken with during the visit said that they know how to complain.

There has been some improvement to the environment. However, there are still repairs that need to be made to make the house feel homely. The kitchen fittings and some furniture need replacing, and a child's bedroom needs to be redecorated.

The manager has met one of the requirements, in relation to staff's qualifications, and one of the recommendations, in relation to continuity of staffing, that were raised at the last inspection. One requirement, relating to staff supervision and appraisal, is restated. This will be reviewed at the next inspection, as there are several new staff and it will be important to establish that improvements are embedded and effective. A recommendation in respect of the physical environment has been escalated to a requirement. Although COVID-19 restrictions have had some impact on work being undertaken, shortfalls in the environment have been a recurring theme during the last three inspections.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/01/2020	Interim	Improved effectiveness
23/04/2019	Full	Good
27/11/2018	Full	Requires improvement to be good
18/12/2017	Full	Good

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 quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children's home's overall aims and the outcomes it seeks to achieve for children;</p> <p>use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that the premises used for the purposes of the home are designed and furnished so as to—</p> <p>meet the needs of each child. (Regulation 6 (1)(a)(b) (2)(c)(i))</p> <p>In particular, ensure that the home is well presented and maintained.</p>	1 April 2021
<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)(c))</p>	1 April 2021

Information about this inspection

The purpose of this monitoring visit was to assess how the provider has managed safeguarding concerns.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC462729

Provision sub-type: Children's home

Registered provider: Surecare Residential Limited

Registered provider address: The Old Snap Factory, Twyford Road, Bishop's Stortford CM23 3LJ

Responsible individual: Emma Barr

Registered manager: Melissa Thomas

Inspector

Trish Palmer, Social Care Inspector

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