

SC470645

Registered provider: Surecare Residential Limited

Full 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 experienced significant trauma in their lives. 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.

The manager registered with Ofsted in February 2018.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

Inspection dates: 22 to 23 July 2021

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 13 June 2019

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/06/2019	Full	Good
17/01/2019	Interim	Sustained effectiveness
04/07/2018	Full	Good
05/03/2018	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: outstanding

This home is filled with love and laughter. The interactions between the children, their peers and the staff are genuine, caring and warm. A child said, 'You can have a laugh with the staff and the other girls, they are fun to be with.'

Children's progress is outstanding. They benefit from extremely good trusting relationships with a dedicated and knowledgeable staff team. The highly skilled staff nurture the children and provide emotional warmth. The children said that they feel loved by the staff. A child said, 'This is my home. We are like family here; I am so happy.'

Children fully engage with therapeutic support. This support and the support that children receive from staff enables them to make exceptional progress emotionally, socially and behaviourally. Children can talk about their therapy and the difference that it has made in helping their progress.

Comprehensive, informative and detailed placement plans guide the staff's work with children in all aspects of the children's lives. Children's contribution to and review of their plans are evident. Children's views are clear and at the centre of their plans. The staff also gain the views of parents and social workers to inform excellent care planning.

Children's education attendance and academic progress from their starting points is excellent. All the children have 100% attendance in education. Staff ensure that children arrive at school on time and are ready to learn. They supported children with their schoolwork during periods of COVID-19 lockdown and maintained a structured education day for the children, who responded well. A child who had previously not attended education has successfully finished school and is beginning college in September 2021.

Staff fully support children to develop and maintain positive relationships. They welcome children's friends into the home and build relationships with them. A child said, 'My boyfriend comes to see me; the staff and the other girls really make him feel welcome.' Children are supported to visit their friends' homes and have had overnight stays. A child said, 'It's brilliant that I can stay at my friend's home like my other friends do.'

Children have an excellent understanding of their own health needs. They understand the importance of being healthy. They do not smoke or misuse any substances. Children understand the consequences of smoking and substance misuse to their health as well as monetary implications.

Staff are committed to children developing their independence skills and prepare them for adulthood. Children do chores as part of their daily routines. This has given them great pride in their home and, consequently, damage is minimal. One child, after working with staff, can keep and self-administer her own medication and make her own health appointments.

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

The staff provide a stable environment. The consistent staff team supports the children to feel safe, loved and secure. The staff have excellent knowledge of safeguarding and reporting concerns. This safeguards the children.

Staff use high-quality risk assessments that detail strategies to reduce risk. The children regularly review their risk assessments with staff. This helps children to take responsibility for keeping themselves safe and to understand what they need to work towards to further reduce risks.

Children have made exceptional progress in taking responsibility for their own actions and behaviours and understanding the impact of their actions on others. Staff help children to reflect on their actions and find better ways of managing their thoughts and feelings. These effective strategies have reduced the frequency of children's behavioural incidents.

The children genuinely care for and support each other. This was evident during the inspection when a child was helped by her peers to get ready for her prom. The strengths of children's relationships build their self-belief and self-confidence.

Since moving to the home, children's incidents of going missing are rare. Staff are highly skilled at helping children to talk openly and honestly about their thoughts and feelings. This is particularly important for children who are vulnerable when in the community. When appropriate, children work towards having free time. This is well managed and children understand the work that they need to undertake for this to happen.

The children said that they feel safe at the home because there are always staff around who will spend time with them and listen to and help them if they are worried about anything. The children said that they love spending time with the staff because the staff always want to spend time with them and do things with them. Children, therefore, feel safe, secure, wanted and loved.

The effectiveness of leaders and managers: outstanding

The manager strives for continuous improvement. She actively researches effective approaches to support this. Research findings are used to underpin new strategies that build good working practices and help children to progress. The manager discusses findings with the staff, who are encouraged to involve the children to

develop practice and adapt it to meet the children's needs. Children's involvement is significant in the implementation of strategies to understand past traumas.

Regular staff meetings support staff's work with children and keep them updated about the children. The meetings provide time to discuss and share good practice. This ensures that children receive excellent care and support.

Children are consulted during regular house meetings. These meetings are led by children and regular topics are discussed. The manager responds to children's wishes, feelings and views. Children have been fully involved in the redecoration of the home and choosing new furniture. This gives them a strong sense of belonging.

The manager communicates effectively with social workers and other professionals. She has been able to successfully challenge actions or proposed actions that are not in the best interest of the child or fail to offer them the service that they deserve.

Families and social workers speak highly of the manager and staff team. A social worker said that the progress of their child is amazing and that all the child's previous concerning behaviours have decreased.

A family member said, 'She [the child] sees this as her second family. She is attending school and has stopped running away. She is happy and relaxed and can talk through her worries calmly. We are so pleased for her.'

The manager has met the requirement made at the last inspection.

Information about this 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: SC470645

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: Kirstie Robinson

Inspector

Trish Palmer, Social Care Inspector

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