

# SC470645

Registered provider: SureCare Residential Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This children's home is privately owned. The home cares for up to five children who may experience social and emotional difficulties.

The manager registered with Ofsted in June 2022.

### Inspection dates: 27 and 28 September 2022

<b>Overall experiences and progress of children and young people,</b> taking into account	<b>good</b>
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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:** 22 July 2021

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/07/2021	Full	Outstanding
13/06/2019	Full	Good
17/01/2019	Interim	Sustained effectiveness
04/07/2018	Full	Good

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

At the time of inspection, four children were living at the home. The manager meets with the children before they move in. This helps children to get to know the manager and ask questions. The manager encourages families and professionals to share relevant information about children. This helps the manager to make decisions about whether children can live together, and whether the staff have the required skills and experiences to support children.

Staff understand the importance of building relationships with children. Staff spend time with children talking about any concerns children may have. They use praise and encouragement when children develop their life skills and independence. Photos of children are thoughtfully displayed. Staff organise activities that they know children will enjoy. This helps children to feel valued and builds their self-esteem.

Staff support children with their hobbies and interests. One child regularly attends police cadets. Three children attend weekly boxing sessions with a personal trainer. One child is supported with her crystal collecting hobby and visits antique fairs and charity shops. Children are supported to learn new skills and increase their knowledge while having fun.

The staff support the children to meet with each other on a regular basis to talk about any communal living issues and plan activities. Visitors are invited to meetings to discuss specific topics. A representative of the LGBTQIA+ community attended a meeting. This focus helped children to discuss their feelings and explore their identity. Children are encouraged to discuss topics that matter to them.

Children are encouraged to have healthy lifestyles. Staff help children to understand the risks of smoking and vaping. Healthy eating is encouraged. Children attend the gym and enjoy planned walks with staff. Children's plans include individualised health targets. Staff understand the importance of children developing healthy routines.

Children spend time with people who are important to them. One child spends time with his friends in the community. Families spend time at the home and are made to feel welcome. Staff take children to see their families despite the travel involved. Children have access to mobile phones and social media, helping them to stay connected. These connections help children to maintain relationships.

Three children are in full-time education. Staff help children to develop morning routines and, as a result, their school attendance is good. One child had previously been out of education for a year and now attends well. One child is committed to his career choice and has chosen GCSEs that will support this choice. One child moved in to the home recently. The manager is working with the local authority to identify a suitable college placement. Staff understand the importance of children's education.

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

Children are involved in writing their own care plans. The staff talk to children about their preferred strategies and approaches if they are upset or worried. This helps staff to understand children's preferences. Staff regularly review this information to highlight any new risks or concerns. The staff's approach reduces behavioural incidents and risks are low.

Staff work closely with the home's psychologist to provide tailored support. The psychologist trains the staff team. This helps the staff to understand how trauma may affect children differently. Children have regular meetings with the psychologist. This helps them to talk about their past experiences. One child's risk of self-harm has reduced significantly. A social worker said that a child's mental health has improved because of the staff's approach.

Incidents of children leaving the home without permission are rare. When these happen, staff look for children in known areas. The staff work with other professionals to keep children safe. When children return to the home, they are welcomed and encouraged to talk about their experiences.

Physical restraint is used as a last resort to keep children and staff safe. All staff are trained in the agreed positive behaviour approach. On the rare occasion that a restraint is used, all attempts are made to use de-escalation strategies first. Records of restraints are clear and include detailed information about the incident. The manager talks to children and staff following each incident. This helps children to talk about their experiences and helps staff to reflect on their practice.

Staff use meaningful consequences and rewards to help children to understand and change their behaviours. Incentives include vouchers and items to support children's interests. One child made a card to apologise to a staff member after an incident. Children learn to manage their feelings and how their actions may affect other people.

Children live in a modern and spacious five-bedroom house. The children are unable to ventilate their bedrooms and the communal rooms. This is because the staff have removed the window handles. Therefore, in order to open a window, children have to find a member of staff, who brings a handle. This arrangement means that children cannot ventilate their bedrooms and may experience discomfort.

## **The effectiveness of leaders and managers: good**

The manager is suitably experienced and qualified to manage the home. The deputy manager plays an active role in the day-to-day management of the home. Staff said that they felt supported by the management team and enjoy working at the home.

The manager appropriately challenges professionals in the best interests of the child. He knows the children well and understands how decisions may affect their

lives. He advocates for decisions to be child focused. As a result, one child's transition was planned more effectively, and one child received appropriate mental health support.

The staff team is stable and experienced. Managers ensure that the home is well staffed. If additional staff cover is required, this is provided by permanent or experienced relief staff. Children benefit from the consistent relationships that they have with the staff.

Managers follow safe recruitment processes. New staff benefit from a detailed induction before they work with children. Children are supported by staff who have been carefully considered for their roles.

Staff receive good-quality, reflective supervision, which is child focused. Safeguarding is discussed during supervision. Staff are provided with the opportunity to discuss the impact of their work. Staff reflect on their knowledge and the difference they make to children's lives.

The manager understands the strengths of the home and the areas for development. He monitors the children's progress. A detailed development plan is in place to make certain that staff are providing children with new experiences.

Three members of staff have not completed the relevant level 3 qualification within the agreed timescales. This means that they lack the additional skills and knowledge this qualification offers.

The manager's review of care does not include the children's or their parents' views. This omission limits the additional layer of objectivity available to drive improvements.

The independent person visits the home each month. However, there is limited representation of the opinions of children, parents and social workers about their experiences.

## 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 protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (1) (2)(d))</p> <p>In particular, ensure that all windows have handles in order to allow children to control the temperature and ventilate their bedrooms.</p>	28 October 2022
<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 1st 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 1st April 2014, 1st April 2016. (Regulation 32 (4)(a)(b) (5)(a)(b))</p>	2 December 2022

In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating—

4 November 2022

the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it. (Regulation 45 (2)(b))

## Recommendation

- The registered person should ensure that the individual appointed to carry out visits to the home as an independent person makes a rigorous and impartial assessment of the home's arrangements for safeguarding and promoting the welfare of the children in the home's care. This relates in particular to the independent person regularly meeting with children, parents and social workers to obtain feedback about the home. (Guide to Children's Homes Regulations, including the quality standards, page 65, paragraph 15.5)

## 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 Industrial Estate,  
Twyford Road, Bishop's Stortford CM23 3LJ

**Responsible individual:** Emma Barr

**Registered manager:** Ryan Hayes

## Inspector

Mandy Start, Social Care Inspector



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