

SC384018

Registered provider: SureCare Residential Ltd

Assurance 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 may have experienced significant trauma and have behavioural, emotional and social difficulties. There is a school that is also run by the organisation. The inspector only inspected the social care provision.

The manager registered with Ofsted in April 2021.

Inspection date: 26 February 2024

Date of last inspection: 13 November 2023

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspectors evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Since the last inspection, two of the children have moved out of the home and one child has moved in. At the time of the inspection, two children were living at the home.

Children enjoy spending time with staff and want their attention. Children and staff share humour and play games in the communal areas. One child said that they like the home and staff and that it is better than the last place he lived. The children have positive relationships with staff.

Staff have improved their therapeutic interactions with children. Staff talk to children in a nurturing and compassionate manner. Records show that the staff listen to children and respond with warmth and enthusiasm. This provides children with reassurance when they talk to staff and encourages a sense of belonging.

Children's views are regularly sought and acted on. Weekly house meetings take place that provide children with a safe space to speak openly about issues with communal living. Staff sensitively and thoughtfully support children to negotiate in these forums.

One child has been experimenting with vaping. A clear risk assessment is in place to minimise this. Staff have been creative in how they have supported the child to understand the harm that can be caused by vaping. This has led to the child problem-solving and looking for alternatives to vaping.

One child attends school full time and is making good progress. Another child has a bespoke learning package in the mornings which they attend regularly and enjoy. A timetable of learning for the afternoon is in place; however, this is not regularly implemented. This limits the child's progress and does not provide enough access to formal education.

Since the last inspection, there have been no physical interventions or missing-from-home episodes. One child experienced a rapid decline in mental health. Staff went above and beyond to prevent the child from causing harm to themselves. Risk assessments and safety plans were responsive and agreed with mental health professionals. This multi-agency response meant the child was kept safe.

At the time of this inspection, the home's registered manager was no longer in post. A manager from within the organisation will be moving to the home in March 2024. During the interim period, the home is being provided with managerial support from this manager and the compliance manager.

The new manager and compliance manager have identified areas for development. Staff have received additional training to develop their knowledge and skills. However, some learning is still to be embedded, such as the therapeutic training needed to equip staff with the knowledge to provide the service described. Other training is also required to ensure that staff are upskilled to work with children with complex needs.

One child's care plans do not acknowledge neurodiversity and how this will be encouraged and embraced. Similarly, the advice provided in psychological assessments has not been included in care plans. This means staff are not provided with enough information on how to work with a child to ensure that they flourish.

At the last inspection, six requirements were made. At this inspection, four of the requirements had been met. The two remaining requirements have been restated.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/11/2023	Full	Requires improvement to be good
17/10/2022	Full	Good
19/01/2022	Full	Good
31/10/2019	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, The 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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential;</p> <p>and promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose;</p> <p>understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home;</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(f)(h))</p> <p>In particular, ensure that the manager supports the staff to use a trauma-informed approach.</p> <p>Ensure that care plans, risk assessments and behaviour management plans include neurodiversity and how children's individual needs are to be supported.</p> <p>Ensure that therapeutic assessments are included in care planning documents and that these are implemented in the staff's approach.</p> <p>Ensure that staff are provided with training in sexually harmful behaviour.</p>	30 March 2024

<p>This requirement was made at the last inspection and is restated.</p>	
<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>understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers;</p> <p>help each child to understand the importance and value of education, learning, training and employment;</p> <p>promote opportunities for each child to learn informally. (Regulation 8 (1) (2)(a)(iii)(iv)(v))</p> <p>This requirement was made at the last inspection and is restated.</p>	<p>30 March 2024</p>

Children's home details

Unique reference number: SC384018

Provision sub-type: Children's home

Registered provider: SureCare Residential Ltd

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

Responsible individual: Emma Barr

Registered manager: Tina Twyman

Inspectors

Hannah Phillips, Social Care Inspector
Ashley Hinson, Social Care Inspector

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