

Children's homes inspection - Full

Inspection date	13/07/2016
Unique reference number	1155775
Type of inspection	Full
Provision subtype	Children's home
Registered provider	Cambian Childcare Ltd
Registered provider address	4th Floor, Waterfront, Hammersmith Embankment, London, W6 9RU

Responsible individual	Michael Ore
Registered manager	Stacey Brook
Inspector	Anthony Kyem

Inspection date	13/07/2016
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Good
The children's home provides effective services that meet the requirements for good.	
how well children and young people are helped and protected	Good
the impact and effectiveness of leaders and managers	Good

1155775

Summary of findings

The children's home provision is good because:

- Care planning is well planned and practice is highly personalised to meet the specific needs of the young person at the home. Staff have a good understanding of the young person's needs and vulnerabilities and take appropriate action, to address them. They work in close partnership with the placing authority, police, school and health professionals to ensure the young person benefits from the best possible help and all round support.
- Staff promote the young person's needs effectively and with great enthusiasm and effective support. They provide her with a safe, highly supportive, caring and nurturing environment. The young person enjoys exceptionally good relationships with staff and has consistency and stability in her life. The young person is happy at the home and has developed a real sense of belonging.
- The young person makes considerable progress across all aspects of their welfare, physical, social, emotional and behavioural development. They are kept safe and have a strong sense of personal safety. Staff consistently place the young person's safety at the centre of their practice irrespective of the challenges they present.
- The young person enjoys a broad range of positive activities to develop their social skills, self-confidence, interests and hobbies. They attend school regularly with good support and encouragement from staff.
- The young person lives in a physically safe, appropriately secure, warm, comfortable and homely environment. They benefit from a home that is managed efficiently and effectively. Staff make a positive difference and can demonstrate significant change and improvement in the young person's life.
- The home's development plan is overly focussed on process and not on improvement. Staff have not had appraisals of their practice to enable them to reflect on their own performance and personal development. The acting manager needs to show how they have addressed recommendations made from the home's external monitoring activities to secure improvement.

What does the children's home need to do to improve?

Statutory Requirements

This section sets out the actions which must be taken so that the registered person/s meets 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 with the given timescales.

Recommendations

To improve the quality and standards of care further the service should take account of the following recommendation(s):

- Ensure that staff have their performance and fitness to carry out their role formally appraised at least once annually. This appraisal should take into account, where reasonable and practical, the views of other professionals who have worked with the staff member over the year and children in the home's care. (Guide to children's homes regulations, including the quality standards, paragraph 13.5, page 61)
- Actively seek independent scrutiny of the home and make best use of information from independent and internal monitoring (including under regulations 44 and 45) to ensure continuous improvement. This relates specifically, improved content of the home's development plan and the Registered Manager producing an action plan to address, any actions made by the independent person. (Guide to children's homes regulations, including the quality standards, paragraph 10.24, page 55)
- The registered person should ensure that staff can access appropriate facilities and resources to support their training needs, and should understand the key role they play in the training and development of staff in the home. This relates specifically, to staff training on working with children who have suffered abuse and show inappropriate sexualised behaviour. (Guide to children's homes regulations, including the quality standards, paragraph 10.11, page 53)

Full report

Information about this children's home

This section should outline:

- The home is registered to provide care and accommodation for one young person who may have emotional and/or behavioural difficulties and learning disabilities.
- The home is privately owned and managed.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/03/2016	Full	Good

Inspection Judgements

	Judgement grade
<p>The overall experiences and progress of children and young people living in the home are</p>	<p>Good</p>
<p>There have been no new admissions, placement breakdowns, disruptions or failures, since the last inspection. The young person who lives at the home makes good progress across all aspects of their welfare, physical, social, emotional and behavioural development. There is evidence of considerable change and improvement in their lives.</p> <p>The young person enjoys exceptionally good relationships with staff and they sustain their positive attachments. Staff provide the young person with continuity of care so they have consistency and stability in their life. The young person is happy at the home and enjoys living there. They report, 'I love living here, but I know I might have to move on at some stage. I do not want to move. I like school and I like my teachers. I like the trips that I go on and I like my staff.'</p> <p>The young person benefits from effective support from enthusiastic staff. Staff promote the young person's needs effectively and with great enthusiasm. They provide her with a highly supportive, caring and nurturing environment in which the young person has flourished and thrived. The young person has developed trusting relationships with staff and a real sense of belonging.</p> <p>Care planning is well planned and practice is highly individualised to meet the young person's specific needs. The young person feels proactively involved in all aspects of her care and in the running of the home. Staff involve them in key decisions, they listen to their views and act on their reasonable requests. As a result, the young person feels valued, respected and involved. The young person knows how to make a complaint and her rights are promoted effectively. The young person reports, 'This shows you how to make a complaint...I can do handover, you know. I'm like a member of staff. This is the handover book, this is the log book and visitors' book, have you signed in yet. Feel free to have a read of my wonderful journal. You can have a look at my education file as well, if you like.'</p> <p>There are effective arrangements to promote the young person's good health. The young person is registered with a doctor, dentist and optician and has access to these services, when they need them. Staff teach the young person about key health issues and show them how to lead and maintain a healthy lifestyle. Consequently, the young person is making positive lifestyle choices. For example, they eat considerably healthier and benefit from a healthy, wholesome and nutritious diet.</p>	

The young person benefits from taking plenty of physical exercise. They help staff plan the food menus, they assist with the cooking and preparation of meals. The young person says, 'We do menus and the foods lovely, here. Oh yes, chicken fajitas.' Medical consent is in place and staff are clear about what health decisions and responsibilities are delegated to them. The young person receives good support with her personal hygiene, self-care skills, physical, emotional and sexual health.

The young person attends school and makes good progress in education. They attend school on a regular basis with good support and encouragement from staff. Staff actively promote the young person's education and show a genuine interest in their learning, helping them with any homework, and providing support at school, when school becomes difficult for them. Staff maintain effective partnerships with the young person's school to promote their educational achievement.

The young person's head teacher reports, 'Staff at the home communicate very well with the school with daily updates, as well as making us aware of any changes to risk or mood. Her attendance is 98% and she completes all homework. The staff and management are very positive about the school and instil firm boundaries around behaviour and respecting others. Her engagement and progress has improved significantly, over the past 6 months and she is now working closer, to age related expectations. She completes set work and has a good relationship with staff and other pupils. The home are a favourite amongst the staff at school due to their encouragement, support and dedication to the young person they support.'

The young person participates in broad range of enjoyable activities at home, school and in the wider community. The young person has recently joined Girlguiding and also attends a local youth group to develop their social skills, self-confidence and ability to form relationships and friendships with other young people. The young person enjoys horse riding, pamper nights, trips out to theme parks, eating out, cinema, theatre, swimming lessons, festivals and playing Karaoke. The young person reports, 'We've got trophies not because we've won them, but if I do excellent I get one. I am going to [local theme park]. I'm really happy and excited.'

	Judgement grade
How well children and young people are helped and protected	Good
<p>The young person benefits from effective support, help and protection. They become increasingly safer as a result of the actions staff take to support and protect them. The young person is kept safe and has a strong sense of personal safety. There is evidence of significant change and improvement in the young person's behaviour. For example, incidents of challenging behaviour, including biting, spiting, hair pulling and assaulting staff, have reduced significantly. The young person is happier, calmer and safer, and more able to self-regulate and manage her own feelings and behaviour. Staff have developed a good understanding of the young person's needs, triggers and presenting behaviours. Risks associated with the young person are managed safely and effectively, by staff.</p> <p>The social worker reports, 'I have not long had the case but have visited her twice. I echo your views, she presents as being happy and settled. Staff report a reduction in her challenging behaviour'.</p> <p>There have been no restraints since the last inspection. Restraint is only ever used as a last resort to protect young people from harm. Staff are trained in de-escalation and the use of clear risk assessment and effective behaviour management strategies promote the safety of young people. Incentives and rewards are many and the use of sanctions are kept to an absolute minimum. Staff really focus on developing the young person's positive behaviour and the young person thrives on the use of positive incentives and rewards.</p> <p>Staff consistently prioritise the young person's safety and demonstrate a good understanding of safe working practice. They are trained in child protection and know how to deal with allegations and report suspected abuse. However, staff have not received appropriate training to develop their knowledge and skills in working with young people who have suffered abuse or who may display inappropriate sexualised behaviour. As a result, a recommendation is made, in respect of this issue. Young people are protected from abuse and all other forms of significant harm.</p> <p>The young person is closely supervised by staff and they do not go missing from the home. Should they do, there are effective arrangements made to locate them and promote their safe return. Visitors to the home are chaperoned closely and there is suitable monitoring of such people. Staff are vetted and selected carefully to ensure young people are protected from having contact with unsuitable people.</p> <p>The young person benefits from a physically safe and appropriately secure environment. The accommodation provided for the young person is welcoming, warm, comfortable and homely. The home is personalised in accordance with the</p>	

young person's needs, wants, feelings and wishes. The social worker reports, 'She appears to have good relationships with staff. Communication with them is good. I forgot to mention on my last visit they had redecorated the living area and had included her, in this. Nice to see photos of her. They have made it nice and homely for her.'

Health and safety matters are managed effectively and staff maintain a safe environment for young people. There are regular fire drills and health and safety checks are kept up to date. The young person is aware of and knows how to follow the home's emergency fire evacuation procedures. They were directly observed to participate in a pretend fire drill. The young person reports, 'We have fire drills and we record that we've done it. We also do safety checks.'

	Judgement grade
The impact and effectiveness of leaders and managers	Good
<p>The home employs a well-qualified and suitably experienced Registered Manager, who is currently on maternity leave. An acting manager, who is suitably qualified is deputising in the Registered Managers absence. They have adjusted to their new role and position extremely well and demonstrate effective leadership of the home's operation. The acting manager took charge of the home in March 2016 at the time of the last inspection. They have addressed and met the previous requirements and recommendations.</p> <p>Staff benefit from effective support through regular, professional supervision which is now taking place, each month. However, annual appraisals have not taken place to enable staff to reflect on their own practice, training needs, performance and development. Staff have access to good quality training. A training tracker is used to alert the manager where refresher training is due. This ensures the training needs of individual staff are identified and met. However, the training programme for staff does not include opportunities for them to develop their knowledge and understanding of working with young people who have suffered abuse or exhibit sexualised behaviour. The manager is now exploring training through alternative sources to secure appropriate training.</p> <p>Since the last inspection the acting manager has produced a detailed report and a comprehensive review under regulation 45 about the quality of the young person's care. The views of the young person, social worker, staff and other professionals have been ascertained and included in the report. There is good evaluation of the young person's progress, emerging patterns and trends are monitored effectively, and the arrangements for safeguarding and protection have been carefully, reviewed.</p>	

In addition to the manager's own internal monitoring activities, the performance of the home is also scrutinised independently. Visits take place each month and now include, improved consultation with the young person in forming an opinion about the quality of their care. However, actions plans, are not consistently completed by the manager to show what action they have taken to address the recommendations made. The home meets the aims and objectives of its Statement of Purpose and development plans are in place. However, the contents of these could be improved in terms of their being less focus on process and more focus on improvement.

Young people benefit from well qualified, trained and experienced staff who promote their needs effectively. The home is run in an extremely child centred way, where the needs of the young person are effectively prioritised. The young person benefits from effective support from staff that has led to considerable change and improvement in their life. The home maintains effective partnerships with the police, placing authority, school and relevant health professionals to ensure the young person benefits from the best possible help and all round support. Significant incidents are reported to the appropriate authorities to ensure concerns are shared with the right professionals who are charged with a duty to protect young people.

What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against Inspection of children's homes: framework for inspection.

An **outstanding** children's home provides highly effective services that contribute to significantly improved outcomes for children and young people who need help and protection and care. Their progress exceeds expectations and is sustained over time.

A **good** children's home provides effective services that help, protect and care for children and young people and have their welfare safeguarded and promoted.

In a children's home that **requires improvement**, there are no widespread or serious failures that create or leave children being harmed or at risk of harm. The welfare of looked after children is safeguarded and promoted. Minimum requirements are in place, however, the children's home is not yet delivering good protection, help and care for children and young people.

A children's home that is **inadequate** is providing services where there are widespread or serious failures that create or leave children and young people being harmed or at risk of harm or result in children looked after not having their welfare safeguarded and promoted.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, young people and their families. In addition the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people who it is trying to help, protect and look after.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service 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.

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