

Children's homes inspection – Full

Inspection date	10/08/2016
Unique reference number	1156103
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	Bethan Davies
Registered manager	Alex Hornby
Inspector	Sandra King

Inspection date	10 August 2016
Previous inspection judgement	N/A
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home	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

1156103

Summary of findings

The children's home provision is good because:

- Since registration, the manager and staff team have successfully created a warm and welcoming environment. Staff have a good knowledge of the needs of young people and safeguarding procedures.
- Young people's views are embedded within the home and help to inform practice. Complaints are taken seriously and acted upon. As a result, some organisational policies have been changed.
- Young people make significant progress from their starting points in relation to missing from home, exploitation, education and health.
- Effective partnership working with professionals and families promotes young people's safety and progress.
- Young people experience a smooth transition into the home.

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 'Guide to the children's homes regulations including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
33: Employment of staff (4) The registered person must ensure that all employees— (b) receive practice-related supervision by a person with appropriate experience.	22/09/2016

Recommendations

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

- Ensure that the responsible manager plays a key role in shaping the ethos of the home through developing a culture of high aspiration for children which is demonstrated through the care, resources and opportunities offered to the children. ('Guide to the children's homes regulations including the quality standards', page 52, paragraph 10.4)

Full report

Information about this children's home

The children's home is registered to provide care and accommodation for three young people with emotional and/or behavioural difficulties. The home is privately owned.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
This is the first inspection		

Inspection judgements

	Judgement grade
<p>The overall experiences and progress of children and young people living in the home</p>	<p>Good</p>
<p>This is the home's first inspection since its registration in January 2016. Young people receive personalised care that focuses on them as individuals and the unique characteristics that they each bring to the home. A parent commented, 'I have my child back. She has become more mature and very much more self-aware of herself and her actions. She has become a lot more positive – I have no complaints at all.' As a result, the progress that they have made in all areas of their lives has been significant. Young people enjoy living here, and one young person said, 'I have been in six homes and this is the best.' The quality of relationships between staff and young people is good. A young person said, 'The staff are very friendly and sensitive to your needs... they respect you.' As a result, young people are making progress in all areas of their lives.</p> <p>Young people enjoy good health, because they have access to the health services that they require. Staff support young people to attend routine health appointments and lead a healthy lifestyle. Young people engage with a range of specialist health services, and are supported and encouraged to give up smoking and substance misuse. Young people have regular access to therapy that helps them to recognise their often-traumatic background and the impact that it has had on their safety and welfare. Self-harm has reduced significantly, because young people receive holistic support in all areas of their health.</p> <p>All young people now attend education. Young people's engagement and attainment in education has improved considerably, given some young people's starting points. Young people now have goals and aspirations for themselves in respect of their chosen career paths. They are actively encouraged and facilitated by staff to achieve their ambitions. Young people have been successful in college interviews, securing places on their chosen courses. An educational professional commented, 'You and your team have obviously done a superb job with this young lady. She is a credit to the work that you do. For her to have come so far in such a short space of time is amazing – she absolutely shone yesterday – one of those "wow" moments for me.' Consequently, young people's aspirations are being fulfilled, and are increasing their self-esteem and confidence.</p> <p>Young people have fun at the home and engage in activities of their choice. Photographs and memorabilia of their time at the home show young people enjoying themselves. They enjoy shopping, going to the gym, playing golf, visiting adventure parks and having pamper nights. They have pet goldfish and are currently caring for two hamsters, with the possibility of having some chickens in the future. This supports young people to develop an attitude of wanting to try</p>	

new things, being stimulated and having fun in their daily lives.

Most young people live some distance from their families. Staff understand how important meaningful contact is for young people and ensure that they spend planned time with those who are important to them. As a result, there is an improvement in the quality of relationships between young people and those significant to them.

	Judgement grade
How well children and young people are helped and protected	Good
<p>Safeguarding young people is a high priority at this home. Young people are safe and are protected from harm by the staff team. There have been no incidences of young people going missing or placing themselves at risk in other ways, including exploitation. A police professional commented, 'Excellent. The best care home I have visited.' A placing social worker commented, 'Prior to X coming to Asha House, she was using substances, had a high risk of sexual exploitation, was missing on a daily basis, very very chaotic, and did not attend education for many years. Now she has not had one "missing", is safe and generally happy. She is going to college and what she has achieved is amazing.' Young people are engaging well with the structure and routines of their home and, consequently, are safer than they have been for many years.</p> <p>Behaviour management in the home focuses primarily on the positives. They praise young people and use positive rewards. Sanctions, although rarely used within the home, are fair, proportionate and reasonable, and are reviewed regularly. Consequently, physical interventions, used as a last resort, are minimal. When used, staff follow procedures and allow time for reflection. This helps young people to feel safe and to learn how to manage their own behaviour.</p> <p>Young people are aware of the complaints procedure and know how to complain. There have been complaints made by the young people in respect of the home that they live in. Because of one young person's complaint, the provider changed its policy in respect of the toiletries allowances for this and other homes. As a result, young people feel listened to and have had an impact on some of the policies that are implemented. This has also benefited other young people who live in the provider's homes.</p> <p>The home has a robust, safe recruitment procedure that ensures that trusted adults look after young people. The registered manager ensures that regular health and safety checks are undertaken. Young people engage in fire evacuations to ensure their safety and to provide a safe environment for all.</p>	

	Judgement grade
The impact and effectiveness of leaders and managers	Good
<p>A strong, competent and enthusiastic registered manager manages the home. He is currently completing the level 5 diploma in leadership and management for residential childcare. A number of the core staff are suitably qualified in residential childcare, and good arrangements are in place to ensure that unqualified staff can gain a relevant childcare qualification within the appropriate timescales.</p> <p>The manager undertakes a range of monitoring checks to ensure that the quality of the care provided at the home is of a high standard. These processes are generally robust and ensure that young people’s behaviour and associated risks are evaluated. However, a concern raised by a young person has not been addressed in a timely manner. The manager has a clear understanding of the strengths and weaknesses of the home. As a result, he is able to demonstrate the impact that living at the home is having on young people, coupled with the continually forward-driven improvements.</p> <p>Prior to placement, the manager visits prospective young people and their parents, where appropriate, providing them with essential information on how the home will meet the young person’s individual needs and sharing with them photographs about the home. A placing social worker commented, ‘Work has been excellent from day one. The manager met mum on two occasions and met X where she was living at the time. The manager works really hard in a relationship with parents.’ As a result, young people’s transition into the home is well planned and they are aware that staff are working together with their parents.</p> <p>A statement of purpose details the ethos of the home and is readily available to professionals and parents. The aims of the statement of purpose are met. The home has a staff rota that provides consistency to young people. Staff are suitably qualified and trained to ensure that they have the knowledge and skills to meet the individual needs of young people. This endorses stability and consistency for young people. A small minority of staff do not receive regular practice-related supervision. This may compromise the support that young people receive. The development of the home reflects suggestions from informal discussion, young people’s meetings and their complaints. This shows the manager’s commitment to ensuring that the voice of young people is central to all aspects of the home.</p> <p>Managers and staff have good working relationships with parents and professionals. All are complimentary about the home, communication and the commitment of staff. The manager will actively challenge other professionals and raise issues with senior managers, if necessary, to ensure that the young people receive the services necessary to help them progress.</p>	

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 'Guide to the children's homes regulations including the quality standards'.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance 'Raising concerns and making complaints about Ofsted', which is available from Ofsted's website: www.gov.uk/government/organisations/ofsted. If you would like Ofsted to send you a copy of the guidance, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, work-based learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It inspects services for looked after children and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/government/organisations/ofsted

© Crown copyright 2016