

Children's homes – Interim inspection

Inspection date	21/02/2017
Unique reference number	1159258
Type of inspection	Interim
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	Post vacant
Inspector	Nicola Thomas

Inspection date	21/02/2017
Previous inspection judgement	Requires improvement
Enforcement action since last inspection	None
This inspection	
<p>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</p> <p>This home required improvement at the full inspection. At this interim inspection, Ofsted judge that it has improved effectiveness.</p> <p>Since the last inspection, the manager of this home has de-registered with Ofsted. A new manager is in post and is currently in the process of making an application to register. There have been a number of staffing changes and two young people have left the home. Both transitions were positive and planned. Two young people arrived and have now settled in and are making good positive progress from their individual starting points. One young person is currently being supported to find a semi-independent placement nearer to his family.</p> <p>Due to the amount of change in the home, there has been an unsettled period for both staff and young people. The manager has worked very hard to provide reassurance for young people and strong leadership of the staff. She has held regular team meetings and provided structured individual supervision. Consequently, staff feel well supported and say that they feel positive about the home and well-equipped to support young people to reach their full potential. The number of incidents of a bullying nature have decreased significantly and young people and their social workers report that the environment in the home is much more harmonious. Staff and young people are building valuable relationships. One young person said, 'I get on with everyone now.'</p> <p>The current manager has addressed all of the shortfalls that were identified within the last inspection. She has successfully implemented a comprehensive counter-bullying strategy. Young people have benefited from additional key-work sessions to promote positive relationships amongst themselves and with the staff. Staff have undertaken additional training to help them meet the needs of young people in their care. Medication arrangements are robust and all young people receive their prescribed medication when necessary.</p> <p>The manager has worked collaboratively with staff and young people to create an agreed, collective behaviour management strategy in the home. Young people are very clear on the consequences of their actions and staff are skilled and competent in responding to negative behaviour appropriately. As a result, incidents of physical intervention are rare. Positive behaviour is encouraged and rewarded appropriately. On isolated occasions, the consequences are not signed by the manager within a</p>	

reasonable timeframe. This must be prioritised and delegated in the manager's absence to ensure that young people are treated fairly and that sanctions are effective.

Young people are able to make decisions about matters that affect them through regular house meetings. Staff ensure that they know their rights and entitlements. One young person made a complaint to his social worker and this was recorded and resolved swiftly. Incidents of young people absenting themselves from the home are dealt with effectively and are reducing in frequency. The staff at the home make all attempts to locate young people and follow the agreed multi-agency protocol. Young people are provided with independent return interviews, which seek to establish root cause. Incidents of self injurious behaviour have also reduced considerably and young people are engaging in therapeutic support processes.

Appropriate referrals have been made for specialist support on matters such as substance misuse. When young people have engaged in antisocial or criminal behaviour, staff have invited local police officers to work with young people to help them understand the potential consequences of their behaviour. This is to encourage them to make more socially acceptable choices in the future, without criminalising their actions.

Young people's social workers have reported that although there has been a period of uncertainty, this has now been resolved and young people present as much happier and more settled. Incidents of negative behaviour have reduced. Social workers felt that the staff communicate well and work in partnership with them. One social worker described the manager as 'on the ball' and said he has been 'really impressed with the home'.

The home is very spacious, modern and well maintained. Some of the communal areas were locked on inspection and staff were unable to provide a rationale for this practice, which could have a detrimental effect on providing a homely and welcoming environment.

Information about this children's home

This home is registered to provide care and accommodation for up to three children who may have emotional and/or behavioural difficulties.

The home is privately owned and is part of a large national organisation.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/04/2016	Full	Requires 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 within the given timescales.

Requirement	Due date
<p>21: Privacy and access</p> <p>The registered person must ensure that:</p> <p>(b) children can access all appropriate areas of the children's home premises; and</p> <p>(c) any limitation placed on a child's privacy or access to any area of the home's premises:</p> <p>(i) is intended to safeguard each child accommodated in the home;</p> <p>(ii) is necessary and proportionate;</p> <p>(iii) is kept under review and, if necessary, revised; and</p> <p>(iv) allows children as much freedom as is possible when balanced against the need to protect them and keep them safe.</p> <p>(Regulation 21 (b)(c)(i)(ii)(iii)(iv))</p>	31/03/2017
<p>35: Behaviour management policies and records</p> <p>The registered person must ensure that:</p> <p>(b) within 48 hours of the use of a measure (of control, discipline or restraint), the registered person, or a person who is authorised by the registered person to do so ('the authorised person')</p> <p>(i) has spoken to the user about the measure</p> <p>(ii) has signed the record to confirm it is accurate; and</p> <p>(c) Within five days of the use of the measure, the registered person or the authorised person adds to the confirmation that they have spoken to the child about the measure.</p> <p>(Regulation 35 (3)(b)(i)(ii)(c))</p>	31/03/2017

Recommendations

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

- The registered person should ensure that all incidents of control, discipline and restraint are subject to systems of regular scrutiny to ensure that their use is fair and the principles as set out in 9.35 are respected. ('Guide to the children's homes regulations including the quality standards', page 46, paragraph 9.36)

What the inspection judgements mean

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the 'Inspection of children's homes: framework for inspection'.

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 focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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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Piccadilly Gate
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Manchester
M1 2WD

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