

Children's homes – Interim inspection

Inspection date	16/03/2017
Unique reference number	1231525
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	Lorna Fearon
Registered manager	Laura Burton Aimee Weaver
Inspector	Abigail Maspero

Inspection date	16/03/2017
Previous inspection judgement	Good
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 was judged good at the full inspection. At this interim inspection, Ofsted judges that it has sustained effectiveness.</p> <p>The home has demonstrated its capacity to improve by meeting the requirement and one of the recommendations from the last inspection. The second recommendation from the last inspection is repeated. This is because the provider has not yet personalised the policy for the use of CCTV for the home.</p> <p>No young people have left or been admitted to the home since the last inspection. The positive intervention of the company's in-house psychologist has had a significant impact on the resident young person's mental health and well-being. This is contributing effectively to meeting the goals identified in the young person's relevant health plan.</p> <p>Since the last inspection, the deputy manager has been promoted to the post of manager. Her skills, experience and knowledge have allowed her to be confirmed by the regulator as suitable to be the home's registered manager. She and the previous registered manager have maintained a good level of consistent care and support for the young person.</p> <p>The young person lives in a large detached house in a quiet, rural residential area. The home feels like a domestic home and the young person is able to make decisions regarding decoration and moving furniture, which helps the young person develop a sense of belonging. She is also able to choose her bedroom and whether to bathe or shower. This level of choice encourages the young person to express her wishes in a positive manner and enhances her sense of security.</p> <p>The young person is supported and encouraged to pursue her hobbies and interests, including having her own pets. She values being able to have her rabbits and spends a great deal of time caring for them and their environment. This provides her with the opportunity to express safely feelings of love and affection for another living creature while developing practical skills.</p> <p>Good use of positive praise and relevant sanctions coupled with the in-house psychologist's work have led to a clear improvement in the young person's behaviour. Consequently, there have been no restraints since August last year. The</p>	

young person has a choice of sanctions, which gives her some control and autonomy. The manager encourages the young person to take the opportunity to comment on any sanction imposed, providing her with the opportunity to be involved in restorative practice and learn from the experience.

Risk management plans are clear, regularly reviewed and updated by the manager. The manager has detailed knowledge of the young person's vulnerabilities, and her progress since her admission has allowed staffing levels to reduce. This further benefits the young person, as she is able to bond better with staff, increasing her ability to attach and her overall emotional well-being.

The young person attends one of the company's schools where she has 100% attendance. This enhances the young person's educational outcomes and provides her with opportunities to socialise. Although there have been some issues with peers, the young person has continued to attend school, which shows her progress in interacting with others.

Staffing changes within the home since the last inspection are having an impact on the young person. This has raised her anxiety levels. However, she continues to receive good care and make steady progress. This is a result of the consistent and trusting relationships developed with the managers and psychologist.

Nevertheless, in order to achieve the best outcomes, the young person will benefit from a stable staff team. The newly appointed manager is taking proactive steps to ensure that a full complement of staff is available to meet the young person's needs. However, not all of these staff are in post yet and records indicate that not all supervision sessions are taking place, as they should.

The home has demonstrated that it has challenged the placing local authority with regard to missing paper work, but the recording of these discussions and interactions is not robust. The manager recognises this and is in the process of implementing new plans to make the necessary improvements.

Information about this children's home

This is a privately owned children's home. It is registered to provide care and accommodation for one child or young person who may have emotional and/or behavioural needs.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/10/2016	Full	Good

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

Statutory requirement

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>13. The leadership and management standard</p> <p>(2) In particular, the standard in paragraph (1) requires the registered person to—</p> <p>(d) ensure that the home has sufficient staff to provide care for each child;</p> <p>(e) ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (2)(d)(e))</p>	28/04/2017

Recommendations

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

- It is good practice for a note of the content and/or outcomes of supervision sessions to be kept and to ensure that both the person giving the supervision and staff member have a copy of the record. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.4)
- When the placing authority or another relevant person does not provide the input and services needed to meet a child's needs during their time in the home or in preparation for leaving the home, the home must challenge them to meet the child's needs. (see regulation 5(c)) Staff should act as champions for their children, expecting nothing less than a good parent would. The registered person should consider the use of an independent advocate (see paragraph 4.16) if the child's needs are not being met. ('Guide to the children's homes regulations including the quality standards', page 12, paragraph 2.8)
- Staff should be familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the children's homes regulations including the

quality standards', page 62, paragraph 14.4)

- The registered person should have a workforce plan, which can fulfil the workforce related requirements of regulation 16, schedule 1 (paragraphs 19 and 20). The plan should detail:
 - the necessary management and staffing structure (including any staff commissioned to provide health and education), the experience and qualifications of staff currently working within the staffing structure and any further training required for those staff, to enable the delivery of the home's statement of purpose;
 - the processes and agreed timescales for staff to achieve induction, probation and any core training (such as safeguarding, health and safety and mandatory qualifications);
 - the process for managing and improving poor performance;
 - the process and timescales for supervision of practice (see regulation 33 (4)(b)) and keep appropriate records for staff in the home.

The plan should be updated to include any new training and qualifications completed by staff while working at the home, and used to record the ongoing training and continuing professional development needs of staff, including the home's manager. ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.8)

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 that 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. Whenever 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 whom 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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