

1156098

Registered provider: Cambian Childcare Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The children's home is one of a number of homes operated by a large private company. It is registered to provide care and accommodation for up to three young people who have emotional and/or behavioural difficulties.

Inspection dates: 24 to 25 July 2017

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected **good**

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 6 March 2017

Overall judgement at last inspection: Sustained effectiveness

Enforcement action since last inspection

None

Key findings from this inspection

This children's home is good because:

- Young people make good progress from their starting point. They are attending school regularly and gaining qualifications.

- Management arrangements are effective and ensure that young people receive a good quality of care.
- Young people have good relationships with the staff and identify particular staff that they can talk to.
- Young people feel safe and happy.
- Young people enjoy activities and hobbies such as going to the gym, football, army cadets and snooker.
- Young people's views and rights are respected and they now attend their statutory reviews.
- The staff work very well with partner agencies to meet the needs of young people.

The children's home's areas for development:

- Young people's weight is not recorded in line with professional advice. This does not ensure that young people's needs are consistently met.
- Specialist therapy is not accessed directly by young people.
- The manager's review of the one incident of restraint was not robust.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/03/2017	Interim	Sustained effectiveness
28/11/2016	Full	Good

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

Statutory requirement

This section sets out the actions that the registered person(s) must take to meet 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 given timescales.

Requirement	Due date
<p>10: The health and well-being standard</p> <p>In order to meet the health and well-being standard, the registered person should ensure that children receive advice, services and support in relation to their health and well-being. (Regulation 10 (1)(a)).</p> <p>In particular, young people's weight should be recorded and monitored in line with professional advice. Furthermore, specialist therapy should be accessed by young people.</p>	<p>31/08/2017</p>

Recommendations

- The registered person must ensure that all incidents of control, discipline and restraint are subject to systems of regular scrutiny. ('Guide to the children's homes regulations including the quality standards', page 46, paragraph 9.36).

Inspection judgements

Overall experiences and progress of children and young people: good

Young people are making good progress since coming to live at the home. They are attending school regularly and achieving qualifications. This will support them as they move into adulthood. For example, one young person has been successful in gaining an apprenticeship and is looking forward to employment. Young people also enjoy a range of recreational activities. This includes army cadets, cinema, football, roller skating, gymnasium and snooker. These new and positive experiences will enable young people to grow in confidence.

Staff support young people to meet their health needs. Young people are registered with appropriate healthcare services and attend appointments with the support of staff as required. However, staff do not consistently record or track a young person's weight, as advised by a medical professional. This does not ensure that staff address all young people's health needs. The in-house therapy team provides direct advice to the staff. However, evidence of direct therapy with young people is not available. This does not show that all resources are readily available to young people.

The staff continue to encourage young people to make healthy choices. This includes having an understanding of sexual health matters and drug and alcohol misuse. Young people's self-care skills have improved and they attend all planned appointments. When young people are anxious, staff look at different strategies to support them. For example, one young person received support to overcome their fear of the dentist. With staff encouragement, they attended a planned appointment. These examples show that young people are growing in confidence and self-worth. They are also taking a lot of pride in their appearance. In addition, staff administer medication safely and no errors have occurred.

Young people understand their rights as individuals. They know how to make a complaint. An easily accessible and child-focused procedure is on display within the home. Young people also attend weekly meetings with staff in which they can raise their views and opinions. This includes discussions around any activities or holidays that they would like to do. They also have regular visits from advocates who educate them in their entitlements. These practices enable young people to have a real say in their daily lives.

Young people receive a good quality of care from a stable staff team. Young people have positive relationships with the staff. They can identify staff that they feel particularly comfortable with. Staff use their skills and knowledge of behaviour management to understand young people's needs. This helps young people to manage their emotions safely and to begin to understand the triggers that can place them at risk. A young person commented, 'I would give this home the top marks. I like the activities best.'

Care planning is very detailed and individualised for each young person. This practice ensures that all staff are aware of the young people's individual needs. Staff work in partnership with young people, their families and partner agencies. This provides a multi-agency approach. A social worker commented, 'I am very happy and have no complaints. Communication is excellent and it is remarkable how much [name of young person] confidence has grown since being there.'

Staff treat young people with dignity and ensure that their family history and ethnicity is promoted. The staff also receive equality and diversity training and have a good understanding of the challenges young people living in care may encounter. Staff create memory books so that young people can look back positively on their care journey and experience. Furthermore, the records give a clear impression of how young people are doing on a daily basis. This reflects the staff and manager's commitment to promoting young people's success.

Staff ensure that they meet the needs of young people who live far from their home town. For example, the staff facilitate contact regularly. They transport young people back home to see their family and friends. In addition, staff access local services such as health, education and leisure services, to make sure that there are no gaps in the care provided.

How well children and young people are helped and protected: good

Young people said that they feel safe and protected by the staff. In addition, staff work effectively with partner agencies to identify, monitor, measure and reduce risks for young people. Detailed risks assessments are in place. These are reviewed by staff and agreed with the social worker for each young person. For example, all young people have a mobile phone so that staff can contact them to check that they are safe. This is agreed with placing authorities. This promotes young people's safety.

Staff manage incidents of young people going missing from care very well. There are clear procedures in place that staff follow, for example looking for young people and contacting all relevant professionals. Managers request relevant meetings when needed, for example multi-agency strategy meetings to minimise any known risks. In addition, the manager analyses each incident. This highlights any triggers and trends and helps to prevent further occurrences.

The staff have regular training in safeguarding. During discussion with the inspector, it was clear that they have a good understanding of how to protect young people. Organisational policies and procedures are in place to guide staff practice. These measures complement the culture of safety and protection in the home.

The staff and young people are clear about acceptable standards of behaviour. Staff provide young people with incentives to encourage them to take responsibility for their own behaviour and for making positive choices. Sanctions are also fair and restorative in nature. Physical interventions are rarely used. Since the last inspection, there has been one recorded intervention. Staff completed all relevant documents. However, the registered manager's overview did not ensure that the restraint was appropriate.

Staff work with young people to educate them in keeping themselves safe. For example, staff provide guidance on using the internet and social media safely. Staff also support young people to understand the dangers of smoking and substance misuse. This ensures that young people have access to the right information. The local community police officer regularly visits the home. This provides further reassurance and safety to young people.

The staff are recruited through a process that takes account of safer recruitment practices. This includes checks with the Disclosure and Barring Service and references from previous employers. This promotes the safety of young people and prevents unsafe adults from working at the home.

The physical environment of the home is safe and secure and protects young people from hazards. Managers and staff complete detailed health and safety risk assessments and routine maintenance checks. Furthermore, a fire risk assessment and evacuation plans are in place to guide young people safely in the event of a fire.

The effectiveness of leaders and managers: good

The registered manager has been in position since January 2016. She is suitably qualified and experienced in working with young people who have emotional and behavioural needs. Three senior workers support her. Together they promote the aims of the statement of purpose and achieve high standards of care for young people.

Liaison with partner agencies is effective. All professionals contacted spoke very positively about the staff, the communication with them and the progress young people make. A social worker commented, 'My relationship with the home is positive. Staff promote good support and the home celebrate [name of young person's] achievements, both at school and also in the community.'

Quality audit systems are in place and provide an overview of care practice. The registered manager has systems in place to monitor the care provided. She is fully aware of the strengths and areas for development in the service. For example, she identifies that further management development is required for her senior workers. Independent monitoring also provides further scrutiny. The staff welcome action points so that they can learn and improve their practice. All significant incidents are reported to the appropriate authorities, including Ofsted. This ensures that information is shared that helps to protect young people.

Staff spoken to during the inspection said that they enjoy their work. They feel supported by the manager and their team members. The organisation provides good opportunities for training and staff regularly take this up. Staff highlighted training on legal highs as being 'excellent' and 'informative'. This continually improves the practice in the home. The staff are suitably qualified or working towards a recognised qualification. There are sufficient numbers of staff members working at the home. This provides stability for young people.

Young people's daily life and achievements are captured and monitored through reports, photographs and summaries. The manager and staff share these regularly with the placing social workers. The manager confidently highlights young people's achievements and plans for the future, for example when young people have gained an educational qualification and a place at college. The manager also recognised the achievement of a young person who engaged in their review meeting for the first time. This shows the continued progress that young people make.

The manager ensures that the home is maintained to a high standard and that it looks and feels like a family home. There are photographs and artistic paintings of the young

people on the walls, which show them enjoying activities. Each young person's bedroom is personalised and reflects their interests and tastes. The manager and staff report any wear and tear within the home to the maintenance team. They deal with repairs quickly. This maintains a high quality living environment. A social worker commented, 'The home is always immaculately presented, clean and tidy.'

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the difference made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Whenever possible, they talked to children and 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.

Using the 'Social care common inspection framework', this 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'.

Children's home details

Unique reference number: 1156098

Provision sub-type: Children's home

Registered provider: Cambian Childcare Ltd

Registered provider address: Cambian Group, 4th Floor Waterfront Building,
Chancellors Road, Hammersmith Embankment, London W6 9RU

Responsible individual: Barry Cotterill

Registered manager: Rachel Grima

Inspector

Caroline Jones, social care inspector

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