

# 1155775

Registered provider: Cambian Childcare Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This independent home provides care for one young person who may have emotional and/or behavioural difficulties and/or learning disabilities.

The registered manager was approved by Ofsted in August 2017.

**Inspection dates:** 30 May 2018

**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:** 21 June 2017

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
21/06/2017	Full	Good
24/01/2017	Interim	Sustained effectiveness
13/07/2016	Full	Good
22/03/2016	Full	Good

## What does the children’s home need to do to improve?

### Statutory requirements

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 the given timescales.

Requirement	Due date
<p>The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience; and have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(a)(b)) This relates specifically to the home’s registered manager.</p>	<p>29/06/2018</p>

### Recommendations

- For children’s homes to be nurturing and supportive environments that meet the needs of their children, they will, in most cases, be homely, domestic environments. Children’s homes must comply with relevant health and safety legislation. (‘Guide to the children’s home’s regulations including the quality standards’, paragraph 3.9, page 15) This relates specifically to the repair and routine servicing of the home’s boiler.

### Inspection judgements

#### Overall experiences and progress of children and young people: good

There have been no new admissions or placement disruptions since the last inspection. The young person who lives at the home was admitted in November 2015. She is extremely settled and making significant progress, taking into account her starting point across all aspects of her physical, social, emotional and behavioural development.

The young person benefits from warm and secure relationships with staff. She benefits from continuity of care that affords her consistency and stability. Staff provide the young person with effective, high-quality support that contributes to change and improvement in her life. The young person benefits from well-planned, highly individualised care that promotes her needs effectively. Her social worker reports:

During professionals’ meetings the placement has been proactive and acted in the best interests of the young person. In a balanced view they have helped assess

risks and equally identified areas of progress. They have sent a weekly update of her activities and kept me informed of future appointments.

The young person attends school on a regular basis and staff are extremely supportive of the young person's education. Staff work closely with the young person's school to maximise her progress and learning. Relevant plans are in place, including an education, health and care plan, that outline and meet the young person's specific educational needs.

The young person enjoys a wide range of activities with staff. She is an active member of the Girl Guides, attends Zumba classes and has recently shown an interest in attending yoga classes. She enjoys theme parks, pamper nights and clothes shopping. The home provides the young person with the support she needs to pursue her specific interests and hobbies. Staff encourage the young person to try out new activities and have booked the young person a surprise summer holiday.

The young person enjoys having contact with her friends and family. Staff ensure that the young person is actively supported to sustain her close relationships with the people who are most important to them.

The young person is registered with a doctor, dentist and optician and has access to these services when she needs them. Staff support the young person to attend her routine health appointments. Medication kept within the home is stored and administered safely. The home maintains effective partnerships with health professionals to maintain the young person's good health.

Staff actively involve the young person in the running of the home. They consult with the young person on a regular basis and ensure that she is involved in decision-making. Staff listen to what the young person has to say and they act on her reasonable requests. A social worker reports:

During my initial visit, it was evident there were staff available who had the interest to promote consistency for her to minimise the impact of change. In my view, the most significant view is hers, and she says she is happy at the placement.

The home provides the young person with a physically safe, appropriately secure, comfortable and homely environment. Most health and safety matters are addressed effectively. However, there are issues with the home's central heating and hot water. The boiler to the home is not working properly and it hasn't been serviced since 2016. Consequently, a recommendation is made to address this issue.

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

The young person is kept safe and feels safe. Her safety is consistently at the centre of staff's practice. Staff have an excellent understanding of her specific needs and vulnerabilities and take appropriate action to address them. The use of robust risk assessment and highly effective behaviour management strategies promote the young

person's safety and well-being. Staff ensure that the young person's risk assessments are regularly reviewed and kept up to date. As a result, risks associated with the young person are well known and understood by staff.

The young person has made positive improvements in her attitude and behaviour. She is learning to manage her feelings and is now more able to self-regulate her own behaviour. This has led to fewer incidents of disruptive and challenging behaviour.

Staff anticipate issues and can identify the triggers for the young person's behaviour. They provide the young person with supportive strategies and they use incentives and rewards effectively to reinforce the young person's positive behaviour. The young person reports, 'I can get a treat for good behaviour. This depends on my attitude, language, effort and behaviour throughout the day. Treats include things like make-up, sweets and stationery.'

The young person does not go missing and there are no issues with risk-taking behaviours, such as drug misuse or self-harm. There have been no restraints or complaints since the last inspection. Significant incidents are reported to the appropriate authorities to ensure that the right action is taken by the right professional agencies to keep the young person safe. Staff are suitably trained in child protection so they know to protect the young person from abuse and all other forms of significant harm.

### **The effectiveness of leaders and managers: good**

The manager of the home is now registered with Ofsted. His registration was approved in August 2017. The registered manager is appropriately skilled, experienced and well qualified. He is on track to complete the level 5 diploma in leadership and management. The registered manager demonstrates strong and effective leadership of the operation of the home.

The registered manager is supported by a skilled and experienced deputy manager. The home employs sufficient numbers of well-qualified, trained and experienced staff to meet the young person's specific needs. The home meets the aims and objectives in its statement of purpose. The team can evidence the positive impact and difference that it has made to the young person's life.

The home has met and addressed the only requirement and both recommendations from the last inspection. The registered manager now ensures that notifications are sent to Ofsted in a timely manner. Relevant plans that were outstanding at the time of the last inspection have now been requested and received from the placing authority. There is evidence that staff have appraisal of their practice and benefit from regular, good-quality, practice-related supervision.

The registered manager leads the staff team by example and ensures that it is well supported and led. However, the registered manager has not had any professional supervision for some time. As a result, a requirement is made to address this issue.

The manager tracks the young person's progress and ensures that she benefits from the best possible help and all-round support. The home maintains highly effective partnerships with the young person's social worker, school and family. The registered manager escalates concerns and challenges decisions if he believes they are not in the young person's best interests. The registered manager has high expectations of staff and high aspirations for the young person.

An independent professional visits the home each month to scrutinise the quality of the young person's care and the home's arrangements to safeguard them and promote their well-being. The manager makes good use of the home's internal and external monitoring activities. He understands the home's strengths and tackles identified weaknesses to secure the home's improvement.

## **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 differences 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. Wherever 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:** 1155775

**Provision sub-type:** children's home

**Registered provider:** Cambian Childcare Ltd

**Registered provider address:** Cambian, Waterfront, Hammersmith Embankment, Chancellors Road, London, Middlesex W6 9RU

**Responsible individual:** Barry Cotterill

**Registered manager:** Karl Chisipochinyi

## Inspector

Anthony Kyem, social care inspector

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, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding 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 1231, or email [enquiries@ofsted.gov.uk](mailto: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 <http://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](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at <http://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](mailto:enquiries@ofsted.gov.uk)  
W: <http://www.gov.uk/ofsted>

© Crown copyright 2018