

1159258

Registered provider: Cambian Childcare Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

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

The home has not had a registered manager since 29 June 2018. A new manager is in post but has yet to submit an application to be the registered manager.

Inspection dates: 10 to 11 July 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 **requires improvement to be good**

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

Date of last inspection: 30 January 2018

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/01/2018	Interim	Sustained effectiveness
04/05/2017	Full	Good
21/02/2017	Interim	Improved effectiveness
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 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 education standard is that children make measurable progress towards achieving their educational potential and are helped to do so.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to achieve the child's education and training targets, as recorded in the child's relevant plans; help each child to understand the importance and value of education, learning, training and employment. (Regulation 8(1)(2)(a)(i)(iv))</p>	30/08/2018
<p>The registered person must ensure that— the privacy of children is appropriately protected; children can access all appropriate areas of the children's home's premises; and any limitation placed on a child's privacy or access to any area of the home's premises— is intended to safeguard each child accommodated in the home; is necessary and proportionate; is kept under review and, if necessary, revised; and allows children as much freedom as is possible when balanced against the need to protect them and keep them safe. (Regulation 21(a)(b)(c)(i)(ii)(iv))</p> <p>In particular, staff should only activate the bedroom door alarms if their use meets the needs of young people. The use of such devices should be assessed and kept under review.</p>	30/08/2018
<p>The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety.</p> <p>The registered person may only employ an individual to work as the children's home if the individual satisfies the requirements in paragraph (3). The requirements are that— the individual has the appropriate experience, qualification and skills for the work that the individual is to perform.</p>	30/08/2018

<p>For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) ('the Level 3 Diploma'); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma. The relevant date is— in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016. The registered person may defer the relevant date if the individual— does not work, or has not worked, in a care role in a home for a prolonged period; or works, or has worked, in a care role in a home on a part-time basis. (Regulation 32(1)(2)(a)(3)(b)(4)(a)(b)(5)(a)(b)(6)(a)(b))</p>	
<p>The registered person must ensure that all employees— receive practice-related supervision by a person with appropriate experience. (Regulation 33(4)(b))</p>	<p>30/08/2018</p>
<p>Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. The registered person must— maintain in the home the records in Schedule 4. (Regulation 37 (1)(2)(a)) In particular, staff should ensure that the log of visitors to the home is completed in full.</p>	<p>30/08/2018</p>

Inspection judgements

Overall experiences and progress of children and young people: good

Young people develop positive relationships with staff. A social worker told the inspector, '[The young person] says she feels wanted by staff. She feels like an individual and not just another young person. She has a lovely relationship with staff.' These relationships help young people to feel safe and well cared for.

Staff are successful at promoting young people's health needs. For example, staff encourage young people to attend health appointments and to make healthy life choices. A social worker told the inspector that a young person has told them he feels healthier as he is going to the gym and eating foods he has not tried before.

Staff support young people to learn the skills they will need for their futures. This includes completing household chores and learning to cook. For example, one young person is learning how to make fruit smoothies and different types of rice dishes.

Young people experience a homely and pleasant environment. A young person told the inspector how impressed they are with the way that the home looks and that they are proud to live there.

Staff are not always successful at ensuring that young people access education. Repeated efforts by staff to incentivise one young person to attend school have not been successful. Staff have yet to identify an effective strategy to overcome the barriers to engagement with education.

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

Young people's relationships with staff are a significant factor in keeping young people safe. A young person said, 'I trust them with everything. If I wanted to go missing, I would speak to staff first as they are able to talk me out of it. I respect them.'

Staff's response to missing incidents is effective. Staff work closely with partner agencies such as the police and local authority to ensure that swift and decisive action is taken to respond to missing incidents.

Staff are successful at supporting young people to manage their feelings of anxiety and frustration. A young person told the inspector that when they get angry staff take the time to find out what has caused this and to help them work through these feelings. As a result, the use of physical restraint is rare.

Staff ensure that young people's vulnerability is continually reviewed. This means that appropriate strategies are in place to keep young people safe.

Staff use bedroom door alarms indiscriminately. The use of such monitoring devices is not based on the individual needs of young people. While the impact for young people is low, the use of door alarms is in need of review.

The effectiveness of leaders and managers: requires improvement to be good

The registered manager has recently resigned from her position. Positively, a new manager has taken up post with immediate effect. The manager has previously worked in the home and is therefore known to staff and young people. This has reduced the impact of this change. The new manager has not yet applied to Ofsted to be the registered manager.

The new manager has been in post for less than two weeks and has not yet had time to establish herself. She has yet to relinquish her position as the manager for one of the

provider's other homes. This means that in the short term she will be responsible for two homes. This is not a sustainable position and will significantly impact on her ability to provide the leadership and oversight required.

The relatively stable staff team lacks experience. No staff have achieved the relevant qualification and one staff member is outside of the required timescales to achieve this qualification. Despite this, the care that staff provide to young people demonstrates that they have the skills, intuition and commitment to meet young people's needs.

Staff and managers have not consistently received practice-led supervision. Positively, this is an improving picture and in the last two months all staff have received supervision as expected. However, the previous and current managers have received minimal formal supervision over the last six months. This demonstrates that managers are not provided with the guidance and support required to undertake their roles.

In some instances, case records are not kept up to date. For example, staff do not maintain an accurate record of visitors to the home. This has no direct impact on young people.

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: 1159258

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: Post vacant

Inspector

Paul Robinson, social care inspector

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