

SC457553

Registered provider: The Cambian Group

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is part of a large national provision and is located in a rural setting. The home is registered to provide care and accommodation for up to two children with emotional and/or behavioural difficulties.

Inspection dates: 18 to 19 October 2018

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 11 December 2017

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/12/2017	Full	Good
24/11/2016	Full	Good
09/02/2016	Interim	Sustained effectiveness
06/10/2015	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>10: The health and well-being standard</p> <p>The health and well-being standard is that the health and well-being needs of children are met and children receive advice, services and support in relation to their health and well-being.</p> <p>(Regulation 10 (1)(a)(b))</p> <p>In particular, that individual healthcare needs of children are recorded in their healthcare plans and that guidance is given to staff of how best to support these needs. This includes monitoring incidents of healthcare needs and identifying any trends and patterns.</p>	02/11/2018
<p>6: The quality and purpose of care standard</p> <p>The quality and purpose of care standard is to ensure that children receive care from staff who understand the children's home's overall aims and objectives and the outcomes it seeks to achieve for children.</p> <p>Use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</p> <p>(Regulation 6 (a)(b))</p> <p>In particular, that children are effectively supported by the staff to keep their bedroom hygienic, clean and tidy. Leaders and managers must obtain necessary furnishings, such as laminate flooring, in order to maintain a hygienic environment.</p>	02/11/2018
<p>11: The positive relationships standard</p> <p>The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on an understanding about acceptable behaviour.</p> <p>(Regulation 11 (1)(a))</p>	02/11/2018

<p>In particular, that reward systems are regularly monitored for their effectiveness. If the young person is not achieving their targets and subsequent reward and the reward is not motivating the young person and proving effective, then the plan is promptly altered to one that is effective.</p>	
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Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

The staff fail to ensure that all of the young people benefit from a clean and comfortable bedroom. One young person's bedroom is unhygienic because of flooring that does not meet their needs.

Young people are not always supported to clear rubbish and dirty dishes from their bedrooms. One young person returned from school on one occasion to a bedroom with a very unpleasant odour, dirty dishes and crisp and chocolate wrappers on the floor. The staff fail to provide consistent support to help the young person to change their behaviour and to learn to enjoy living in a clean and hygienic environment.

Young people are not always supported effectively to address known physical healthcare issues. Staff have succeeded in addressing one particular healthcare need with this young person. However, their healthcare plan does not explain how the staff should best support them with another issue and what action the staff need to take to track patterns and behaviour that may lead to the health issue.

Young people's emotional healthcare needs are met through regular input from healthcare professionals and the company's psychologist, who offers effective guidance and strategies to the staff team.

Young people make progress through building positive and trusting relationships with the consistent and experienced staff team. Professionals and parents comment positively on the progress that their young people make at the home. One professional said: 'This is the longest my young person has lived anywhere since being in care. He is doing really well.'

Moves into and out of the home by the young people are well planned and managed thoughtfully and sensitively by the staff. One young person recently successfully moved on to a supported living arrangement and remains in contact with the staff.

The staff effectively support the young people to remain in touch with their families. Families and friends are welcome to visit the home and enjoy a sociable meal together with the young people and the staff. This support and re-establishing of family relationships is enabling a young person to move back home with his family in the near

future.

A strength of the home is how staff support and encourage the young people to attend school and achieve positive outcomes with their education. One young person is preparing to return to mainstream education after being successfully supported by the staff to attend a specialist education provision. Another young person is achieving very good attendance at school. Before coming to the home, he refused to attend. A placing social worker commented about how much progress their young person has made with their reading since arriving at the home.

The young people enjoy a variety of activities at the home. This year, the staff successfully took the young people on a holiday to Disneyland Paris. The young people learned how to use euros and how to travel abroad.

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

The young people report that they feel safe living at the home and could name members of staff who they felt able to disclose any worries or concerns that they may have. One young person said: 'Staff take good care of me and look for me if I go missing.'

Behaviour is effectively managed by the staff. The young people benefit from clear boundaries and routines. Rules are consistently implemented by the staff. This helps the young people to feel safe.

The staff encourage positive behaviour through a rewards system, rather than punishing the young people for making a mistake. Staff do not always act promptly to ensure that the reward charts are effective. One young person's reward chart is not effective. The young person is not achieving one of the targets set and is not motivated to achieve the target by the reward offered.

One young person is having a negative impact on another young person. They are encouraging the young person to engage in risk-taking behaviours. This situation is recognised by the manager and the staff and is being well managed through regular liaison with placing authorities. There is a plan for one of the young people to move back with their family in the near future, which is a positive outcome for this young person.

The manager and the staff are vigilant and promptly report any safeguarding incidents to the relevant safeguarding authorities. Individual risk assessments are up to date and provide clear guidance for the staff about how best to support a young person and keep them safe.

The manager ensures that only suitable people are employed at the home through a comprehensive and effective recruitment procedure. Prospective staff are required to prove their suitability through a series of checks and interviews prior to being offered a position at the home.

The effectiveness of leaders and managers: good

The registered manager is very experienced and has recently achieved his level 5 qualification in leadership and management. The staff team is stable and experienced. There is very little staff turnover. The staff report positively about the strength of the team and the guidance and support offered to them by the manager.

Leaders and managers provide the staff team with effective supervision arrangements. The staff benefit from an opportunity to obtain support, discuss training that is needed and the most effective ways that they can support the young people. Poor staff performance is effectively challenged by managers.

The quality of care offered at the home is closely monitored through a variety of different processes. An independent visitor visits the home each month and provides the manager with a comprehensive report, which includes actions that the manager must meet before the next visit.

The registered individual regularly visits the home and highlights the strengths of the home and areas for improvement with the manager. The progress of the young people is tracked monthly. These meetings inform individual young people's care plans and if targets need to be changed in line with their progress and achievements.

A development plan for the home is in place. This plan details how the home will make necessary improvements and build on existing good practice in the next 12 months. Recent improvements to the house have included replacing the windows and laying a new driveway.

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: SC457553

Provision sub-type: Children's home

Registered provider: The Cambian Group

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

Responsible individual: Victoria Elworthy

Registered manager: Barry Evans

Inspector

Tina Maddison: social care inspector

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