

1231525

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned and managed children's home. It is registered to provide care and accommodation for one child or young person who has emotional and/or behavioural needs. The home's manager has been registered at the home since 2017 and has recently returned to her role following a period of maternity leave. There have been one regional and three interim managers overseeing the home to cover the registered manager's leave of absence.

Inspection dates: 6 March 2019

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: 18 July 2017

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/07/2017	Full	Good
16/03/2017	Interim	Sustained effectiveness
03/10/2016	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 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 standard in paragraph (1) requires the registered person to ensure— that each child's relevant plans are followed. (Regulation 14(2)(c))</p> <p>This is with particular reference to the manager ensuring that the young person's documents are available on their file to all staff. This includes the local authority care plan, looked after review minutes and education, health and care plan (EHC plan). In addition, it is imperative that all the information recorded within the young person's files is accurate.</p>	25/04/2019

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 legislations (alarms, food hygiene etc.); however, in doing so, homes should seek as far as possible to maintain a domestic rather than 'institutional' impression. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9) This is with particular reference to improving the condition of the bathroom.
- The information set out in the statement of purpose is an essential part of the process of agreement between the registered person and placing authority that a placement in that home is the right one for that child, and that the home will be able to respond effectively to the child's assessed needs. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.6) In particular, ensure that the clinician involved with the young person's care has read the young person's specific assessments prior to any therapeutic interventions with the young person and staff.
- The registered person must have systems in place so that all staff, including the manager, receive supervision of their practice from an appropriately qualified and experienced professional, which allows them to reflect on their practice and the needs of the children assigned to their care. Professionally qualified staff

employed by the home, e.g. teachers or social workers, should be provided with relevant professional or clinical supervision by an appropriately qualified and experienced professional. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.2)

Inspection judgements

Overall experiences and progress of children and young people: good

The young person has lived at the home for a considerable time and as such has developed positive and trusting relationships with the staff. This means that she can talk to them and share her thoughts and feelings. She is accepting of the advice and guidance that the staff provide, and this is helping her to make clear progress and achieve her identified outcomes. She said, 'I think the home is "outstanding".'

The young person is committed to her education. Her attendance at school is good and she is supported to attain to her full potential. This includes the young person sitting exams in core subjects. The staff are helping her to explore her options for further education, and her wishes and interests are prioritised when looking at future courses. Although there are clear developments within her education, the young person does not have a current EHC plan. The local authority and partners have not completed this document, and the manager has not escalated this concern effectively.

The young person benefits from good routines and boundaries that are implemented by the staff. As a result, the young person is experiencing a healthier lifestyle, and this is improving her physical and emotional well-being. Engagement with mental health services is sporadic; however, the company has reviewed its in-house therapeutic service and the young person's mental health support plan is being developed. Although the in-house therapeutic service has been developed, some of the young person's records have not been reviewed by the in-house clinician.

The young person is encouraged to read and contribute to her records. She is no longer scared about people writing about her.

The young person lives in a well-maintained home that is comfortable and welcoming. However, the bathroom requires some maintenance to bring it up to a good standard.

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

The staff understand the young person's behaviours. They can pre-empt any negative behaviours and know which actions help to de-escalate the young person. The individualised plans correspond to the actions staff take and identify the strategies staff should use to effect change and reduce the risk of harm. The young person's behaviours can at times be challenging, but the staff consistently and effectively use de-escalation techniques that work with the young person. Thus, there has been no use of physical intervention. Incidents of violence and aggression from the young person towards the staff have significantly reduced, and the young person has not been missing.

The staff undertake regular key-work sessions and provide the young person with education and guidance about pertinent topics, such as the dangers relating to self-harm, social media, the importance of attending dentist appointments and developing

skills towards independence. The key-work topics are linked to the objectives set in the young person's care plan. However, the local authority's care plan is not on file and this makes it difficult for the manager and her staff to evidence the effectiveness of the plan they are working towards.

The staff are vigilant and insightful to any subtle changes in the young person's presentation and demeanour. For example, they are aware that changes in clothing could indicate that the young person has self-harmed. Also, the staff have a good awareness of the risks associated with online abuse and they work well with the young person to monitor her online usage.

The staff use a consistent and positive approach to manage the young person's behaviours. As a result, negative consequences are rarely used, and the young person shows empathy and understands the impact of her actions. The young person feels safe and secure as a result of the consistent staff practices and the good standard of care that she receives.

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

There have been one regional and three interim managers overseeing the day-to-day running of the home since the last inspection. The recruitment of a full-time interim manager was not achieved in time for the registered manager's planned maternity leave. Not knowing who would be responsible for the home caused the young person unnecessary instability and anxiety. However, the young person was prepared for the registered manager going on maternity leave, and this included work with the in-house clinician.

The staff are well matched to the young person, and their approach is very child-centred. The staff work together and support each other effectively during times of crisis, and this helps staff retention. The staff demonstrate their genuine care and affection for the young person, supporting her during difficult times and sharing her successes by celebrating with her.

The manager is approachable and available for informal support and guidance. This is in addition to the regular supervision, which also focuses on staff's well-being. However, the supervision records lack detail, actions and reflection.

The manager has various ways to monitor the efficiency and quality of care practice at the home. Despite the manager's oversight and internal and external monitoring processes, there are inaccuracies within the young person's records. Although there is no impact on the young person's care and protection, the information could mislead the reader. Additionally, there are documents missing from the young person's records, and although the manager is not responsible for the creation of these documents, she is not forthcoming at addressing this deficit with the local authority.

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: 1231525

Provision sub-type: Children's home

Registered provider: Cambian Childcare Limited

Registered provider address: 4th Floor, Waterfront Manbre Wharf, Manbre Road, Hammersmith, London W6 9RH

Responsible individual: Christopher Leeson

Registered manager: Aimee Weaver

Inspector

Jennifer Fenlon, social care inspector

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