

# 1256973

Registered provider: Cameron and Cooper Limited

Interim inspection

Inspected under the social care common inspection framework

## Information about this children's home

This children's home is registered to accommodate up to six children. The statement of purpose states that it admits children who are in need of therapeutic care and support. The home is the only home owned and operated by this small, private organisation.

The manager registered with Ofsted in August 2017.

**Inspection dates:** 14 February 2019 and 11 March 2019

**Judgement at last inspection:** good

**Date of last inspection:** 22 May 2018

**Enforcement action since last inspection:** none

## This inspection

### The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged good at the last full inspection. At the interim inspection, Ofsted judges that it has declined in effectiveness.

The home was inspected on 14 February 2019 and again on 11 March 2019. This second visit took place as a result of Ofsted receiving concerns after 14 February, from other agencies, relating to behaviour management in the home. Ofsted invoked the procedure for gathering additional information by means of a further visit.

This visit identified that there are significant risks to children's safety and several regulatory shortfalls.

An incident occurred on 25 February, when a child was able to access an unsafe area of the home, that is, railings on a first-floor area which are not securely fixed. Despite this

issue being known, the provider had not ensured that this area had been made safe. Similarly, there is a window which opens onto a roof area. This poses a potential falling hazard to children. The associated risk had not been appropriately assessed.

Following the incident of 25 February, Ofsted informed the registered manager that it had been informed by a member of the public about potential concerns about a child's safety and the actions of staff. The registered manager had been made aware of these concerns by the local authority designated officer contacting him. It is of concern that the registered manager did not properly review the incident at the home or recognise the potential concerns about staff. It is of equal concern that other senior staff in the home failed to recognise the need to take effective action. The placing authority was not made fully aware of all details of the incident. This lack of openness and transparency has meant that statutory agencies have not been afforded the opportunity to fully review this incident and ensure the safety of the child.

The registered manager has not sufficiently reviewed, or monitored, practice in the home. For example, a physical intervention record from the incident of 25 February does not detail the full extent of holds used on a child. The records do not detail the length of holds or when these were applied. There is ambiguity about the actions that staff took during this incident, and the potential use of unsafe methods has not been explored or reviewed by the registered manager. These failures are exacerbated by the registered manager's failure to notify Ofsted of the significant event on 25 February.

Records in the home lack appropriate detail and, in some cases, are not in accordance with regulation. For example, a child's placement plan makes clear that staff can restrain children to prevent criminal damage. A child's risk assessment does not contain details of how staff should manage the child's emotional state, despite there being ongoing concerns in this regard.

The registered manager has not ensured that effective, and protective, measures are put in place following allegations about staff. There is an active investigation by statutory agencies, following an incident in early March 2019. Despite being instructed by a statutory agency to complete an internal investigation, there has been drift and delay and this is not yet fully underway. This means that there is a delay in the matter being thoroughly investigated. The registered manager has not put in place protective measures for children or staff following this incident. For example, there is no clarity about staff working in the home during the investigation or how this will be risk assessed or managed. Staff involved in the incident, and the subsequent allegations, continued to work at the home immediately following the incident.

Children's health needs are not always actively promoted. Specifically, where children choose to smoke cigarettes, there is insufficient action to support children to lead healthier lifestyles. This is exacerbated by the provision of a smoking area for children in the garden.

Since the last inspection, there has been some progress made. Children attend education and engage in a wide variety of activities both in and outside of the home. Children

enjoyed a holiday last year and some children have part-time work and complete volunteering. There are plans to further recruit to the home's management team and there is now a full staff team in place. Where children have left the home, they have done so in a planned manner and, in most cases, these have been positive transitions back to family. Where children have left the home to go to other placements, they have done so with support.

Children have been encouraged to personalise their bedrooms. In some cases, children have chosen to paint their own designs on their bedroom doors. An outside building is nearing completion and it is planned that this will be used for meetings and therapy sessions with children. However, the condition of the home is poor in some places. There is a missing light covering in the lounge and various stains and marks to the walls. A curtain is stained in this room, too.

### Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/05/2018	Full	Good
05/02/2018	Full	Inadequate

## 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
In meeting the quality standards, the registered person must, and must ensure that staff seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans. (Regulation 5 (a))	28/04/2019
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children and use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.  In particular, the standard in paragraph (1) requires the	28/04/2019

registered person to ensure that the premises used for the purposes of the home are designed and furnished so as to meet the needs of each child. (Regulation 6 (1)(a)(b)(2)(c)(i))	
The health and well-being standard is that the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being and children are helped to lead healthy lifestyles. (Regulation 10 (1)(a)(b)(c))	28/04/2019
The protection of children standard is that children are protected from harm and enabled to keep themselves safe.  In particular, the standard in paragraph (1) requires the registered person to ensure that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child. (Regulation 12 (1)(2)(a)(i))*	28/04/2019
The protection of children standard is that children are protected from harm and enabled to keep themselves safe.  In particular, the standard in paragraph (1) requires the registered person to ensure that staff— take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1)(2)(a)(vi))	28/04/2019
The protection of children standard is that children are protected from harm and enabled to keep themselves safe.  In particular, the standard in paragraph (1) requires the registered person to ensure that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1)(2)(b))	28/04/2019
The protection of children standard is that children are protected from harm and enabled to keep themselves safe.  In particular, the standard in paragraph (1) requires the registered person to ensure that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (1)(2)(d))*	28/04/2019
The leadership and management standard is that the	28/04/2019

<p>registered person enables, inspires and leads a culture in relation to the children's home that helps children aspire to fulfil their potential and promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(h))</p>	
<p>If the Regulatory Reform (Fire Safety) Order 2005(a) applies to the home the registered person must ensure that the requirements of that Order and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home. (Regulation 25 (2)(b))</p>	28/04/2019
<p>The registered person must prepare and implement a policy ("the behaviour management policy") which sets out how appropriate behaviour is to be promoted in the children's home and the measures of control, discipline and restraint which may be used in relation to children in the home. (Regulation 35 (1)(a)(b))</p>	28/04/2019
<p>The registered person must ensure that within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the name of the child; (details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the name of the person who used the measure ("the user"), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure. (Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii))</p>	28/04/2019
<p>The registered person must notify HMCI and each other relevant person without delay if there is an allegation of abuse against the home or a person working there. (Regulation 40 (4)(c))</p>	28/04/2019

\* These requirements are subject to a compliance notice.

## 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.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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:** 1256973

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

**Registered provider:** Cameron and Cooper Limited

**Registered provider address:** 54 Bushy Park Road, Teddington TW11 9DG

**Responsible individual:** Camilla McInnes

**Registered manager:** Gowkurrin Chuttoor

## Inspectors

Pete Hylton, regulatory inspection manager  
Emeline Evans, social care inspector

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