

# 1256973

**Cameron And Cooper Limited**

Monitoring visit

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 children's home has been registered with Ofsted since August 2017.

**Inspection date:** 2 May 2019

## **This monitoring visit**

Two compliance notices were served after the interim inspection judged the home to have declined in effectiveness. The purpose of this monitoring visit was to assess the progress made against these compliance notices. The requirements made at the interim inspection were not assessed as part of this visit, these are repeated. Further concerns identified at this visit have resulted in additional requirements being made.

The registered manager and responsible individual were present at this monitoring visit.

### **A compliance notice was served under regulation 12 (1)(2)(a)(i)**

At the interim inspection, significant risks to children's safety and several regulatory shortfalls were identified. Records in the home lacked appropriate detail. A child's risk assessment did not contain details of how staff should manage the child's emotional state, despite there being ongoing concerns in this regard.

At this monitoring visit, the risk assessment has not been reviewed effectively and there is no evaluation of how the level of risks have been assessed. The registered manager could not explain why the risk was assessed as low and agreed that it should be higher, given recent behaviours. The behaviour support plan and risk assessment contain different information around suicidal ideation and self-harming

behaviours. The strategies in place, such as when to check the child, contradict each other. These plans are not detailed and do not give enough clarity on what staff should do. A full and effective review has not taken place.

The risk assessment and behaviour support plan do not detail specifically what staff should do in relation to a dangerous behaviour. In addition, these do not contain explicitly detailed guidance to direct staff about how to manage the child's emotional needs.

The registered manager has shared the child's risk assessment but not the behaviour support plan with social worker. This fails to provide the social worker with an accurate account of the child's needs. The responsible individual confirmed that she had not seen the documents; therefore, she has not agreed them. Leaders and managers are failing to demonstrate sufficient oversight of the practice in the home.

Staff have not been given guidance and support in how to implement the strategies described in risk assessments and behaviour support plans. The registered manager stated that staff should read these. He confirmed that he has not ensured that staff are competent in their knowledge and practice in this area.

The inspectors were informed of a serious incident that had happened two days before this monitoring visit. This incident was exacerbated by staff not following the protocols and risk assessments in place for when a child is missing from care. The child had been given contradictory information. Staff confirmed that there was a flexible approach to reporting him missing. This had not been communicated to all staff, and the confusion resulted in a serious incident in which the child had put himself and others at significant risk of harm.

This compliance notice has not been met.

### **A compliance notice was served under regulation 12 (1)(2)(d)**

At the interim inspection, it was identified that a child was able to access an unsafe area of the home and that the railings on a first-floor area were not securely fixed. Despite this issue being known, the provider had not ensured that this area had been made safe.

The area has been assessed and a report has been completed into the safety of this area. The report details the remedial actions needed. The railings have been replaced and additional work is underway to replace the bannisters. The area has been made safe.

A full site safety assessment has been completed with specific regard to all areas of access for children. A report and action plan were produced and all the required

work has been completed. The responsible individual confirmed that the building surveyor will complete an additional assessment.

This compliance notice has been met.

During this visit, concerns were raised by Ofsted that the registered manager has not sufficiently reviewed or monitored staff practice or records, for example those relating to missing from care procedures, and risk and behaviour management plans in the home.

The registered manager was unable to demonstrate that he has the necessary skills to manage the home effectively, with particular regards to ensuring children's safety. Staff do not receive the guidance, direction and support they need. This continuing failing is exacerbated by the responsible individual's failure to recognise these serious failings that place children at continuing risk of harm.

As a result of these shortfalls two additional requirements have been raised.

Ofsted will now consider its next steps in response to these serious concerns.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/02/2019	Interim	Declined in effectiveness
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
<p>The quality and purpose of care standard is that children receive care from staff who—</p> <p>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.</p> <p>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 and furnished so as to meet the needs of each child.</p> <p>(Regulation 6 (1)(a)(b)(2)(c)(i))</p>	28/04/2019
<p>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.</p> <p>(Regulation 10 (1)(a)(b)(c))</p>	28/04/2019
<p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that staff—</p> <p>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))</p>	28/04/2019

<p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>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))</p>	28/04/2019
<p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>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))</p>	28/04/2019
<p>The leadership and management standard is that the 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>	28/04/2019
<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;</p>	28/04/2019

<p>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>	
<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>	<p>28/04/2019</p>
<p>A person may only manage a children's home if—  the person is of integrity and good character;  having regard to the size of the home, its statement of purpose, and the number and needs (including any needs arising from any disability) of the children—  the person has the appropriate experience, qualification and skills to manage the home effectively and lead the care of children. (Regulation 28 (1)(a)(b)(i)(ii))</p>	<p>17/06/2019</p>
<p>If the registered provider is an individual, the individual must undertake such continuing professional development as is necessary to ensure that the individual has the skills needed for carrying on the children's home.</p> <p>If the registered provider is an organisation, the organisation must ensure that the responsible individual undertakes such continuing professional development as is necessary to ensure that the responsible individual has the skills needed for supervising the management of the home.</p> <p>If the registered provider is a partnership, the partnership must ensure that one of the partners undertakes such continuing professional development as is necessary to ensure that the partner has the skills needed for carrying on the home.</p> <p>The registered manager must undertake such continuing professional development as is necessary to ensure that the registered manager has the skills needed for managing the</p>	<p>17/06/2019</p>

home. (Regulation 29 (1)(2)(3)(4))	
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## Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

## **Children's home details**

**Unique reference number:** 1256973

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

**Registered provider:** Cameron And Cooper Limited

**Registered provider address:** Accord Accountants, 191-193 High Street,  
Hampton Hill, Hampton TW12 1NL

**Responsible individual:** Camilla McInnes

**Registered manager:** Gowkurrun Chuttoo

## **Inspectors**

Emeline Evans, social care inspector

Mr Peter Jackson, social care inspector



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