

# SC457553

Registered provider: Cambian Childcare Ltd

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 who have emotional and/or behavioural needs.

**Inspection dates:** 19 to 20 June 2019

**Overall experiences and progress of children and young people, taking into account** **good**

How well children and young people are helped and protected requires improvement to be good

The effectiveness of leaders and managers good

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

**Date of last inspection:** 18 October 2018

**Overall judgement at last inspection:** requires improvement to be good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/10/2018	Full	Requires improvement to be good
11/12/2017	Full	Good
07/02/2017	Interim	Declined in effectiveness
24/11/2016	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(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 quality and purpose of care standard is that children receive care from staff who—</p> <p>help each child to understand and manage the impact of any experience of abuse or neglect. (Regulation 6(1)(v))</p> <p>In particular:</p> <ul style="list-style-type: none"> <li>■ Ensure that young people receive help and support to deal with safeguarding concerns.</li> </ul>	30/08/2019
<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—</p> <p>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—</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13(1)(a)(b)(h))</p> <p>In particular:</p> <ul style="list-style-type: none"> <li>■ Ensure that written guidance clearly directs what staff need to do to keep children safe.</li> <li>■ When young people go missing, records must reflect the action staff take to help children.</li> <li>■ Ensure that records of physical intervention are precise and do not vary in detail.</li> </ul>	26/07/2019

## Recommendations

- Personalised care is provided that takes into account the child's gender, religion, ethnicity, cultural and linguistic background, sexual identity, mental health, any disability, their assessed needs, previous experiences and any relevant plans.

In particular, ensure that children's understanding and perception of their identity is included in plans. ('Guide to the children's homes regulations including the quality standards', page 14, paragraph 3.2)

## Inspection judgements

### Overall experiences and progress of children and young people: good

Young people are clear about why they live in their home and what their long-term plans are. They have strong and supportive relationships with staff and are given a clear message that staff are there for them, no matter what. Young people feel safe, and trust staff to understand and help them.

One young person moved from one of the organisation's neighbouring homes to this home, at the local authority's request. The move was difficult for the young person as he did not want to go, and it was during his GCSE mock exams. However, the home's managers worked together so that some staff members moved with him and others visited regularly, to lessen disruption and give him as much stability as possible. Some staff still look after this young person, which gives him the message that his relationships are valued.

Young people have made progress in their own ways. One young person who had not attended school for several years is now in a good routine of attending school daily and engaging positively. The school and the home are excited about how much the young person has learned and the progress he has made. Another young person has worked hard to revise for his GCSEs and has a college course to look forward to in September.

The staff team members have excellent relationships and regular contact with young people's families. They encourage young people to rebuild relationships when there have been past difficulties. Young people are helped to see their parents and other family members, both in and out of the home. Equally, young people's friends visit the home, including to have sleepovers, and staff are planning with young people to go on holiday.

Young people are listened to, and staff are sensitive to their feelings. The manager responds with speed if something needs changing – whether it is something practical like a new shower, or to organise an overnight stay. Furthermore, when a professional or family member raises a concern or makes a complaint, the manager investigates thoroughly, and responds with solutions where appropriate.

Communication with schools has improved and the team has formed good relationships with teachers. When communication was not frequent enough, the manager and team

learned from this and now endeavour to ensure that there are no gaps or delays in contacting professionals.

Although staff have knowledge of young people's identities and heritage, the home's care plans and records do not describe these important details. Therefore, a recommendation is made to include this information in planning documents.

### **How well children and young people are helped and protected: requires improvement to be good**

A young person's placement and risk management plans do not specify some of the potential and underlying safeguarding risks and triggers. Staff do not provide enough targeted support in this area, to give the young person the best opportunity to keep themselves and others safe in the future.

The frequency with which physical intervention is used has reduced in the home and it is used as a last resort only. However, the recording of this action is imprecise, and records show variation in detail about the same incident. Additionally, when young people go missing, the actions that staff take to find and help young people are not clear. Written information to guide staff as to what to do when young people go missing is not explicit.

The young people have complex needs and, consequently, serious incidents do happen in the home. However, the number of these incidents and the amount of times young people have gone missing have significantly reduced since the beginning of the year. The manager and staff reflect upon these incidents and think carefully about how they set boundaries and expectations regarding behaviour. The home has moved towards a restorative approach, helping young people understand natural consequences to their behaviour.

When allegations are made, they are dealt with appropriately and independent investigations take place. The responsible individual ensures that all recommendations are carried out.

### **The effectiveness of leaders and managers: good**

The manager has been in post since February of this year and she awaits the outcome of her Ofsted registration application.

As manager, she has instilled an ethos of providing a home from home for young people, where they are helped to develop confidence, and build on self-esteem and independence. She has a transparent approach and is keen to improve any aspect of the care given to young people that is identified.

Good progress has been made in embedding monitoring systems so that practice is reviewed and changes are made where necessary. For example, the manager has

ensured that young people can speak to an independent person when they return home after going missing, by giving them a variety of options. She has reviewed how young people can learn most effectively from the consequences of their behaviour and how this can be linked to expectations of behaviour. The manager has also challenged other professionals when responses or services have not been satisfactory, so that young people have their needs met.

The staff enjoy caring for the young people and feel supported by each other, their managers and leaders. There have been some unavoidable staff changes in recent months, and the team members now look forward to developing together and providing greater consistency for young people. They have regular supervision, appraisal and training.

The home is a welcoming, clean and well-decorated environment which is equipped to meet young people's needs. There is plenty of space to enjoy activities, such as football and table tennis, and there are quieter areas to relax in, if preferred.

## **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:** Cambian Childcare Ltd

**Registered provider address:** Cambian Childcare Limited, 4th Floor, Waterfront  
Manbre Wharf, Manbre Road, Hammersmith, London W6 9RU

**Responsible individual:** Victoria Elworthy

**Registered manager:** Rochelle Beardsley

## Inspector

Sarah Canto: social care inspector

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