

1155775

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is part of a large private organisation. It provides care for one young person who may have emotional and/or behavioural difficulties and/or learning disabilities.

The registered manager was approved by Ofsted in August 2017. The manager is also registered to manage another of the organisation's homes.

Inspection dates: 9 to 10 July 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 good

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

Date of last inspection: 30 May 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/05/2018	Full	Good
21/06/2017	Full	Good
24/01/2017	Interim	Sustained effectiveness
13/07/2016	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 registered person must maintain records (“case records”) for each child which— include the information and documents listed in Schedule 3 in relation to each child. (Regulation 36 (1))</p> <p>In particular, this refers to plans or reports relating to the child, such as local authority care plans.</p>	<p>02/08/2019</p>

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 legislation. (‘Guide to the children’s homes regulations including the quality standards’, page 15, paragraph 3.9) In particular, that damp in the property is treated.
- Where the placing authority does not provide the input or services needed to meet the child’s needs during their time in the home or in preparation for leaving the home, the home must challenge them to meet the child’s needs. (‘Guide to the children’s homes regulations including the quality standards’, page 12, paragraph 2.8) In particular, that the details of the newly allocated social worker are confirmed.
- The registered person must lead and manage the home in a way which delivers the ethos, outcomes and approach set out in the home’s Statement of Purpose. (‘Guide to the children’s homes regulations including the quality standards’, page 52, paragraph 10.4) In particular, ensure that staff are aware of and understand the statement of purpose.
- Homes are required to develop and keep under review a “Statement of Purpose” (Regulation 16 and Schedule 1). (‘Guide to the children’s homes regulations including the quality standards’, page 14, Paragraph 3.5) Specifically, that the statement of purpose is updated to reflect changes in clinical input and staffing.
- The registered person should ensure that they and their staff engage proactively with the young person and their placing authority to contribute fully to the relevant plans for the young person’s care on an ongoing basis. (‘Guide to the children’s homes regulations including the quality standards’, page 56, paragraph 11.3) Specifically, in

relation to ensuring that risk assessments and care plans are regularly reviewed, updated, and are written in a manner which is child-focused.

Inspection judgements

Overall experiences and progress of children and young people: good

The young person has been at the home for a number of years. During this time, she has been supported by staff who have come to know her well and understand her individual needs. Although there have been some staffing changes, she has experienced consistent care from a core group of adults. This has meant that she has built trusting and secure relationships.

The young person has been educated at one of the organisation's schools. This is some distance from the home. Staff have provided practical and emotional support to the young person to help sustain the school placement. The young person has gained some qualifications, has aspirations for her future and is excited for the next challenge, which means that she is well placed to move on to further education.

The young person has been supported by staff to access a range of activities such as Rangers, swimming and Zumba classes. These opportunities to engage with other young people and adults in the wider community have increased her confidence and social skills. This will help her as she moves towards independence.

Staff have a good understanding of the progress that the young person has made. They have adapted their approach to her care to meet her changing needs. For example, the young person now has time on her own in her room after school. This has given her the power to make some decisions about how she spends her time away from adults. She is developing skills around reflection and self-reliance in a safe environment. These skills will support her as she moves away from the high level of oversight she has experienced in placement.

The young person has been helped to develop a good understanding of her own identity and her needs. She has written her own independence plan and created a pen-picture of herself. These detail what she wants from a future placement and what any future carer needs to know about her to meet her needs. This reflects her growing confidence and self-awareness.

The young person has been supported by staff to meet her health needs. She has been reluctant to attend some medical appointments. While this is not yet resolved, staff have been tenacious in their efforts to support her with this issue.

Staff support family time for the young person. This involves taking the young person to meet her family in the community as well as welcoming them to the home. The young person's mother told the inspector that the staff have given her child a warm and loving home. Promoting these family relationships has helped strengthen the young person's sense of identity and belonging.

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

Staff at the home have a good understanding of the risks for the young person. However there are some examples of risk assessments which are not current. Staff are able to keep the young person safe and they support her to take age and developmentally appropriate risks. This, in turn, forms part of the development of her independent living skills.

Challenges presented by the young person are well managed by staff. Physical intervention is not used in the home. Staff use their knowledge of the young person to put in place appropriate sanctions for negative behaviour. For example, staff know that that sanctions need to be put in place soon after an event for them to have an impact. Positive behaviours are rewarded with meaningful rewards, linked to the young person's interests, including, for example, a book about horses.

The consistency and quality of care experienced by the young person has helped her to regulate her emotions more effectively. She has developed positive ways of expressing herself. There has been a significant reduction in the number of allegations made against staff at times of crisis. The young person has been supported to regulate her emotions with the support of staff that she knows and trusts.

Most relevant plans and assessments are in the young person's case records. The majority of the risk assessments contain historical information which is not necessary. The length of these assessments does not help the young person or staff to understand the records. The manager has begun to review the way information is recorded within the home to ensure that it is clear, relevant and accessible. There is no current local authority care plan for the young person on file. This is particularly important at a time of transition and change for her.

The young person feels confident to share her views about her care. She is aware of the complaints process and has used this effectively. This has recently led to the replacement of furniture which was unsuitable. The ability to challenge those around her in a constructive way will help her negotiate and manage conflict in the future.

The effectiveness of leaders and managers: good

The registered manager has been in post for two years. He also manages another of the organisation's homes. The manager shares his time between the two homes. He is supported by three team leaders. Staff say that they have good management support and the manager is readily available for them.

There have been a number of staff changes since the last inspection. The current staff team has differing levels of experience in residential childcare. Staff receive regular supervision and training and records show that staff are confident to express their views openly with the manager. The manager also challenges staff in an appropriate manner. The home uses a small pool of bank staff who are known to the young person when

additional staffing is required. This provides her with consistency and continuity.

The statement of purpose for the home needs updating to reflect the changes to staffing and the organisation's clinical psychologist's input to the placement. Some staff do not understand the role of the statement of purpose and the relevance to their role. This means that they are not always working from an informed position in respect of the home's model of practice.

It was a requirement of the last inspection that the manager had an annual appraisal. Although initially delayed, this has now been completed. . For the manager to undertake his role effectively, he needs to receive appraisals within the timescales set out in the organisation's policies.

The young person and the home have not received details of the young person's new social worker, following the departure of her last allocated worker last month. This is needed in order to progress her care planning. This has not been effectively pursued to date.

The home provides a warm and welcoming environment. There is some evidence of damp on one wall in the property which needs addressing. The young person has a personalised bedroom. Photographs and mementoes of her activities and achievements are on display. This promotes the young person's sense of belonging within the home.

The manager has a good understanding of the strengths and areas for development of the home. He uses reports from the independent visitor effectively. For example, he has undertaken some work with the staff team to address the style of recording within the home. The manager has recognised the potential impact on staff when the current young person moves on from the home after a lengthy placement. This means that he is well placed to help the staff team and provide them with the support they need to continue to undertake their roles effectively.

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: 1155775

Provision sub-type: Children's home

Registered provider: Cambian Childcare Limited

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

Responsible individual: Leanne Woodings

Registered manager: Karl Chisipochinyi

Inspector

Dawn Parton, social care inspector

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