

1235818

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private company owns this home. The home provides a programme for approximately a year for young females who have experienced or who are at risk of sexual exploitation. It is likely that these young people will also have emotional, social and/or behavioural difficulties as a result of their experiences.

The aim is to provide an individualised approach, with education, clinical and care professionals working together in support of a young person's care. This is intended to create a support package that will best meet the needs of each young person. This is regularly monitored through team-around-the-child meetings.

The young people attend the school that is next door to the home.
The manager has been in post from February 2018 and is registered with Ofsted.

Inspection dates: 1 to 2 July 2019

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 25 July 2018

Overall judgement at last inspection: declined in effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/07/2018	Interim	Declined in effectiveness
10/04/2018	Full	Good
08/01/2018	Full	Requires improvement to be good
03/10/2017	Interim	Declined in effectiveness

What does the children's home need to do to improve?

Recommendations

- Staff should be familiar with the home's policies on record keeping and understand the importance of careful, objective and clear recording. Information about the child must always be recorded in a way that is helpful to the child. In particular, all records should clearly state who has written them and include a date of completion. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.4)

Inspection judgements

Overall experiences and progress of children and young people: good

The staff at the home speak positively about the young people and spend a lot of time with them. The caring approach from staff creates a nurturing environment where the young people can express themselves and build trusting relationships.

The young people have positive relationships with staff, and there are trusted adults whom they can go and speak to if they are worried about anything. Regular key-working sessions with staff help the young people to talk about their emotions and give them methods to deal with difficult feelings and situations.

The young people can express their views and have their cultural needs met. The young people respect and accept each other's different backgrounds.

The young people know how to complain. The staff give clear responses to any complaint. As a result of a complaint, the young people are now having a new bathroom.

The staff support the emotional and everyday health needs of the young people. Staff ensure that the young people have access to all health services that cover both physical and emotional needs. The young people have weekly sessions with the clinical team, and, in addition the onsite therapeutic practitioner, this increases the emotional support within the home. Staff administer and monitor complex medication effectively to ensure that young people maintain their health.

The staff encourage the young people to learn skills such as cooking and baking, washing clothes and cleaning. Young people have opportunities to do gardening and individualise their bedrooms to their tastes. One young person is volunteering in a local charity shop, which has given her confidence and skills for independence.

Staff support the education of young people and, as a result, their attendance at school is excellent. All the young people have been able to progress in their education, and one of them has taken some GCSEs. Pupil premium is utilised to source additional tuition and

support. For example, one young person can pursue her interest in hair and beauty using some equipment that was bought for her.

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

Young people are safe at the home. There are no police call outs to support behaviour and no missing from home episodes, which increases the feeling of safety. The risk assessments for young people's behaviour state clearly the triggers, actions and preventative measures for each behaviour. The plans are clearly individual, as every young person is at a different stage of the programme, and their plans reflect this. The young people take part in their programme planning and can take risks gradually, such as having free time, as they progress through the different stages.

The staff have worked through the therapeutic programme with one young person, from her entering the home all the way to the transition stage. This young person has now achieved free time and money in her hand and is learning to integrate back into the community with more confidence and independence. This is a girl who was significantly exploited but refused initially to accept this and now goes to shopping centres and travels on her own on the train and keeps herself safe. This young person is due to return to live with her family during the next month.

Following any behavioural incidents, debriefing takes place with the staff and young people involved. The response to issues such as bullying is prompt, and they are resolved by using mediation and restorative key-working sessions with young people. Staff know the missing from home procedures and what to do if someone goes missing. Staff can recognise the signs of child sexual exploitation and know what to do if they see signs of this.

There is a good structure in the home, such that each young person has an individual timetable. Staff use reward systems effectively to promote good behaviour. Young people can then choose whether they want their reward as a form of activity or money to go and do some shopping with staff. There are clear expectations of behaviour in the home. Young people know what the rules are, and they said that these are fair.

The effectiveness of leaders and managers: good

The registered manager is very passionate about the service and the outcomes for the young people, while ensuring that the staff team members work well together. The manager has a clear understanding of the progress that the young people are making and acts when necessary. For example, she made a complaint to a placing authority when she felt that the social worker's care plan was not in the best interest of the young person.

The manager monitors the service well via independent visitor audits, manager's monthly audits and consultations from professionals and families of the young people. In addition, the manager has close day-to-day oversight of the service through discussions with staff, looking at daily logs and reports and key-working sessions, which she will

comment on and make further suggestions for. However, some of the records are incomplete as they are not signed and dated.

The care staff share daily summaries with the school staff and vice versa. This helps to reduce behavioural incidents, as staff can consider what mood the young person is in, based on the summaries. The joint working with the school is now good due to better communication. The fortnightly meetings between the home, clinical team and school give the young people a better experience of care due to consistent planning. The staff and manager communicate with other professionals such as social workers and advocates in a timely and effective manner.

The manager is supporting the staff through regular training, supervision and appraisals. The manager also receives good support and supervision from her senior team. All new staff have a thorough two-week induction package, which ensures that they have suitable knowledge of the company policies and practice from when they take up their roles. Further training is tailored to the needs of young people living in the home, for example child sexual exploitation training, missing from home and trauma and attachment training.

The home is well maintained, and all health and safety checks are up to date. The manager is actively looking for things to improve in the home; this could be simply to make the place feel homelier by adding some pictures and personal touches for young people, or to make better use of the space that they already have, such as by creating a little 'home corner' for young people to make their telephone calls from.

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: 1235818

Provision sub-type: Children's home

Registered provider: Cambian Childcare Limited

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

Responsible individual: Paul O'Neill

Registered manager: Claire Sutcliffe

Inspectors

Krista Hardy, lead social care inspector
Simon Morley, social care inspector

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