

1231525

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned and managed children's home. It is registered to provide care and accommodation for one child or young person who has emotional and/or behavioural needs. The home's manager has been registered at the home since 2017.

Inspection date: 16 December 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 **requires improvement to be good**

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

Date of last inspection: 6 March 2019

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/03/2019	Full	Good
18/07/2017	Full	Good
16/03/2017	Interim	Sustained effectiveness
03/10/2016	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 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>promotes their welfare. (Regulation 13(1)(b))</p> <p>In particular, the manager should run the home in line with the company's policies and procedures.</p>	27/03/2020
<p>After consultation with the fire and rescue authority, the registered person must–</p> <p>take adequate precautions against the risk of fire, including the provision of suitable fire equipment in the children's home. (Regulation 25(1)(a))</p> <p>In particular, the manager should ensure that all actions identified in the annual fire risk assessment are completed within the allotted timeframe.</p>	27/03/2020

Recommendations

- As the home will have a day to day understanding of young people's capabilities and needs, children's homes staff will have a valuable contribution to make to the pathway planning process. They should actively seek to make the fullest contribution, working with other relevant persons. ('Guide to the children's homes regulations including the quality standards', page 17, paragraph 3.28)

This is with particular reference to the young person's pathway plan and the need to carefully explore the provision of accommodation upon her leaving care in the future.

- The registered person should oversee the welfare of the children in their care through observation and engagement with: each child; the home's staff; each child's family/carers where appropriate; and professionals involved in the care or protection of each child including their social worker, Independent Reviewing Officer (IRO), teachers, clinicians and other health professionals etc. ('Guide to the children's homes regulations including the quality standards', page 54,

paragraph 10.23)

This is with particular reference to the manager gaining further insight into the home by sending out the regulator's annual surveys.

- Staff should be familiar with the home's policies on record keeping and understand the importance of careful, objective, and clear recording. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.4)

This is with particular reference to updating the young person's risk assessment.

Inspection judgements

Overall experiences and progress of children and young people: good

The stability of the home provides the young person with a real sense of permanence. The young person has experienced periods of crisis, but the staff's effective responses provide her with help and support to work through her troubles. The consistent support from the staff has a positive impact on the young person's outcomes, and she is making sustainable and measurable progress. The young person said: 'The home is outstanding. It is so important that they stick with me, when others don't.'

The young person has developed the confidence to go to college. This is a remarkable achievement since the last inspection. Her commitment and attendance at college are good. The manager liaises with the college to ensure that the young person has appropriate support to manage her social difficulties within such a large education provision.

The young person is developing her independence skills. She can complete daily tasks such as cooking, laundry and shopping effectively, without staff support. In addition, the young person is able to confidently travel to college alone on the bus. The plans relating to moving into semi-independent accommodation need careful and thoughtful consideration to ensure that they reduce the young person's anxiety.

The young person is offered a wide range of activities. She has enjoyed a summer holiday by the coast and trips to the cinema. However, despite the staff encouraging her to join community groups to form friendships, the young person's preference is to spend time with adults, in particular the staff.

The home is welcoming and benefits from the improvements that have been made, including to the bathroom. The young person is involved in decisions about the finishing touches to the home.

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

The incidents of violence and aggression have significantly reduced. The staff know the young person extremely well and respond to her emotional needs. This prevents any escalation of her behaviours. As a result, there has been no use of physical intervention and the young person knows that the staff can keep her safe.

The attentive, one-to-one staffing arrangements mean that the young person does not go missing. On the rare occasions that the young person has left the home without informing staff, they have immediately responded and followed her to ensure that she is safe and well.

The staff routinely provide the young person with advice and guidance about social media and online abuse. On one occasion, the young person identified that she was the victim of online bullying. The staff took effective action to manage this, and no further

worries materialised.

The young person finds change difficult, therefore when new staff are appointed she is well informed, involved and supported. Safer recruitment procedures ensure that new staff are safe to work at the home. They are told about her likes and dislikes, for example they are advised not to bang doors or use certain cups, as these can increase her hostility and anger towards the staff.

The staff have a good understanding of the risks posed to young people. The risks are minimised through the staff having completed relevant training and receiving clinical consultation around self-harm and anxiety. However, the current risk assessment is not updated to reflect the support being offered to help the young person's management of her anxiety.

The effectiveness of leaders and managers: requires improvement to be good

The manager understands the strengths and weaknesses of the home. She engages well with the young person and has a clear insight of her presenting needs. This knowledge is transferred to the whole team of staff, who all understand how to support the young person.

The manager has not responded appropriately to a whistleblowing incident. Although the concerns raised did not meet the threshold in terms of harm, issues were identified over staff member's conduct and practice. This incident was investigated and appropriate actions were taken to address the staff member's and management's practice effectively.

The manager has good monitoring systems to improve the quality of care practice. She utilises guidance and support from other professionals to enable the staff to deliver best practice and responses to the young person. The manager has clear avenues for the dissemination of information and, in partnership with the responsible individual and independent visitor, she identifies shortfalls and the actions required for continued improvement. However, one action from the annual fire risk assessment was not identified through the manager's monitoring and therefore has not been carried out.

The young person's views are valued and respected, and the manager routinely consults professionals and others to further improve outcomes and practice. However, the manager has not responded to the regulator's surveys, and this is a missed opportunity to gather further insight into, and feedback on, the home.

Supervisions are regularly undertaken with the staff. Records are reflective and examine the young person's challenges and the impact that these have on the staff. Staff report that they are well supported and that morale is good.

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 difference 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: 1231525

Provision sub-type: Children's home

Registered provider: Cambian Childcare Limited

Registered provider address: Metropolitan House, 3 Darkes Road, Potters Bar
EN6 1AG

Responsible individual: Paul O'Neill

Registered manager: Aimee Weaver

Inspector

Jennifer Fenlon, social care inspector

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