

# 1155780

Registered provider: Cambian Childcare Ltd

Full inspection

Inspected under the social care common inspection framework

## **Information about this children's home**

This is a privately owned children's home registered to provide care and accommodation for up to four young people. It specialises in providing a 12-month therapeutic programme for young people at risk of, or involved in, child sexual exploitation.

The home has a skilled and qualified registered manager.

### **Inspection dates: 5 to 6 March 2020**

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

How well children and young people are helped and protected **outstanding**

The effectiveness of leaders and managers **outstanding**

The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

**Date of last inspection:** 21 January 2019

**Overall judgement at last inspection:** Outstanding

**Enforcement action since last inspection:**

None.

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
21/01/2019	Full	Outstanding
06/12/2017	Full	Outstanding
01/08/2016	Full	Good
14/04/2016	Full	Inadequate

## Inspection judgements

### **Overall experiences and progress of children and young people: outstanding**

Young people living at this home make remarkable progress from their starting points. A prominent strength of the home is the child-centred approach taken by staff and their consideration of young people's views. Young people told the inspector that moving to this home was 'life changing'.

Care planning is highly effective. Young people understand their plans and work towards the agreed goals. Young people's progress is exceptional. This is evident in their educational achievements, their understanding of risks relating to child exploitation, and the positive changes in their behaviour. Overall, young people are more confident and have increased self-esteem and self-worth.

The registered manager and staff use research to inform the work they carry out with each young person. Research is embedded in young people's care plans and is individualised to them. This enhances the knowledge of staff and young people, as they gain a shared understanding of past and present behaviours. Young people also carry out their own research to evidence a viewpoint or opinion. This helps to educate young people about different topics.

Staff encourage and promote young people's amazing talents. These include singing and art. Photo books placed throughout the house capture the fun memories that young people have made and their many achievements. The home is beautifully maintained and young people have their own personalised bedrooms. This helps young people to feel valued and comfortable in their home.

Young people have high aspirations for the future. Staff help young people to achieve short- and long-term goals. Staff remind young people how much they have achieved and expertly support their continued progress.

Staff go above and beyond to help young people to stay in touch with their families. This is particularly important for young people who live away from their home area. Staff understand the importance of maintaining these relationships, and travel long distances with young people in order to do so.

Dedicated staff have excellent relationships with young people. Staff know and understand young people exceptionally well, and support them to achieve their goals and engage safely in the wider community. Young people take part in charity events such as cake sales and running 5 kilometres to raise money for those in need.

## **How well children and young people are helped and protected: outstanding**

Staff are extremely vigilant in keeping young people safe. Prior to young people moving into the home, the expectations and boundaries are made clear to them and are implemented once young people move in. Staff provide young people with consistent care and follow young people's individualised risk assessments and behaviour management plans, which provide staff with clear guidance. Young people are kept safe from the day that they move into the home.

Young people do not go missing from this home. This is a highly significant achievement and has stopped one young person from becoming subject to a deprivation of liberty order, because staff have kept her safe without needing to use such intervention. Staff understand the 'push and pull factors' for young people and work with them to address any concerns or worries that they have. Young people feel safe, cared for and do not want to run away from this home. Young people enjoy free time away from the home without staff supervising them and they safely spend time in areas that have previously been a risk for them.

On occasions, staff have needed to physically intervene to keep young people safe. This has been as a last resort. Documentation is very detailed and focuses on the young person's experience of the incidents. The registered manager has excellent oversight of these records. He consistently identifies lessons that can be learned, and young people's views form a central part of that learning. As a result, young people feel listened to, and have confidence in the staff team's ability to keep them safe.

The registered manager reviews every incident that takes place in the home. Learning is carried out as a team, with knowledge being updated through training and discussions.

The registered manager and staff respond extremely well when young people harm themselves. Staff are supportive, caring and responsive. They work closely with health professionals to increase their knowledge, attend training and take time to understand why self-harm happens. Young people, with help from the staff, have gradually developed other coping strategies, and incidents in which young people harm themselves have reduced in number.

The registered manager and the staff have an exceptional understanding of the risks relating to child sexual exploitation and grooming, and the impact of childhood trauma. Staff continually develop their knowledge through research. They share this knowledge with the young people and listen to young people's experiences. Having such a secure knowledge base allows staff to support young people effectively and keep them safe.

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

The registered manager is exceptional. His skill is reflected in the sustained judgement of outstanding. This has been achieved with the support of an equally skilled deputy manager. The members of the management team are child focused. They care for the young people as any good parent would. This ethos is mirrored by the staff team.

The registered manager and deputy manager advocate for young people until their voice is heard. They will not accept poor practice from others who are not safeguarding young people or promoting their well-being. The managers have supported young people to challenge the decisions and plans of the police and local authorities. Such challenge has been successful, and has reduced worry and anxiety for young people. This also helps young people to build trusting relationships with the managers and staff.

Professionals could not speak highly enough of the registered manager and deputy manager. Social workers recognise the exceptional progress that young people make because of the help and support that they receive.

The registered manager is supportive of the staff team. He develops his team well. Each member of staff has monthly supervision and a personal development plan that is continually reviewed. These plans are of incomparable quality. The staff spoke highly of the management team.

The registered manager values and appreciates the staff team. Staff and young people nominate staff for 'employee of the month' and awards are displayed in the office. This gives staff the opportunity to reflect on positive practice and celebrate their achievements.

Staff are well trained. Mandatory training is complemented and enhanced by the training delivered by the registered manager. The registered manager is skilled in delivering training and providing staff with learning opportunities.

The registered manager's monitoring and review systems are excellent, and allow him to fully understand the home's strengths and areas for development. The monitoring systems show sustained and continued progress over several years, and evidence the consistent progress that young people make.

Young people know how to complain and are thanked for doing so. Complaints are minimal because of the positive relationships that young people have with the staff. Young people feel confident about sharing their views and know that they will be listened to.

## **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and young people, 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:** 1155780

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

**Registered provider:** Cambian Childcare Ltd

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

**Responsible individual:** Jack Smallman

**Registered manager:** Aaron Gough

## Inspector

Lisa O'Donovan, Social Care Inspector

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