

1240802

# Assurance visit

## Information about this children's home

The home can provide care for up to five children and young people who have social, emotional and behavioural difficulties. It is part of a large private organisation. The company employs its own clinical team. This resource is shared between this home and two other homes within the organisation.

A new manager is in role and is not yet registered with Ofsted.

**Visit dates:** 8 to 9 September 2020

**Previous inspection date:** 26 November 2019

**Previous inspection judgement:** Outstanding

## Information about this visit

Due to COVID-19 (coronavirus), Ofsted suspended all routine inspections in March 2020. As part of a phased return to routine inspection, we are undertaking assurance visits to children's social care services that are inspected under the social care common inspection framework (SCCIF).

At these visits, inspectors evaluate the extent to which:

- children are well cared for
- children are safe
- leaders and managers are exercising strong leadership.

This visit was carried out under the Care Standards Act 2000, following the published guidance for assurance visits.

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how England's social care system has delivered child-centred practice and care within the context of the restrictions placed on society during the COVID-19 pandemic.

## **Findings from the visit**

We identified no serious or widespread concerns in relation to the care or protection of children at this assurance visit.

### **The care of children**

The home is well designed, spacious and very well decorated. Young people have enough space to socialise and be private. For one young person who has difficulty with noise and requires additional quiet spaces, the home has provided an annex that adjoins the home and safely supports the young person's needs.

Young people have been exceptionally well supported during the COVID-19 restrictions with a range of activities. Staff have paid attention to ensuring that the young people remain up to date and informed of the changes that have taken place. For example, a COVID-19 scrap book produced by the young people charts the events of the period.

Young people are supported well when moving in and out of the home. Compatibility risk assessments are completed prior to a young person moving in, which ultimately helps young people to live together. Individually tailored outreach packages help young people live independently. Special events take place to celebrate the young people's achievements. Photograph albums and videos ensure that young people retain positive memories, and the creative use of video story telling supports young people leaving care and maintaining relationships with their families.

Young people make progress from their starting points. Staff engage well with the young people and have formed trusting relationships. As a result, risk-taking behaviours have reduced, and the young people's outcomes have improved. Young people are making very good progress because they are engaging in formal learning. Going to college and school regularly has resulted in the young people successfully completing GCSEs.

### **The safety of children**

Staff work well with safeguarding professionals. All safeguarding concerns and incidents are taken seriously and responded to in a timely manner. Records kept evidence the very robust approaches staff take to safeguard the young people from the risks of child exploitation.

Since the previous inspection in January 2020, young people have been missing from the home. However, records evidence the collaborative work that takes place between all safeguarding professionals to return the young people home. Regular supervision and training provide opportunities for all staff to reflect and learn from each missing incident, and as a result there has been a reduction in the number of times the young people go missing.

Young people have someone they trust and who they can share their concerns and complaints with. Response by staff is swift, and the young people reported that they like to receive a letter to help them understand the outcome. Well-kept records by the manager evidence that the majority of complaints are low level but still responded to appropriately.

Levels of surveillance used inside and outside the home help safeguard young people who are assessed as being at high risk of child exploitation.

### **Leaders and managers**

Since the previous inspection in January 2020, there has been a change of registered manager. A new manager is in role, and her registration with Ofsted is in progress. The new manager is experienced and has a good understanding of the home and the young people. She continues to be very well supported by senior managers. There is a full staff team. Most of the staff are qualified, extremely competent and confident.

Staff have access to a good range of training both face to face and online. Overall, most of the staff team members have completed all the mandatory training. Due to the COVID-19 restrictions, some face-to-face training has not taken place. However, the staff team benefits from strong leadership and support, and training continues in a variety of formats to ensure continued and effective staff development. The manager provides regular supervision to all staff.

Monitoring of the home takes place routinely. External and internal audits are of an excellent quality and are used to inform the continued development of the home. Managers and leaders are particularly good at ensuring that they capture the voice of the young person.

Well-written comprehensive records are kept by the manager. Leaders and managers ensure that all incidents are fully reflected on and evaluated and that any learning is informed by research.

The manager regularly consults young people and stakeholders and uses this to improve the care and experiences provided for young people. For example, community help was undertaken by the young people during the COVID-19 restrictions, and an event by young people raised money for the local hospital.

## Children's home details

**Unique reference number:** 1240802

**Registered provider:** Cambian Childcare Ltd

**Registered provider address:** Cambian Child Care Ltd, Metropolitan House, 3 Darkes Lane, Potters Bar, Hertfordshire EN6 1AG

**Responsible individual:** Victoria Elworthy

**Registered manager:** Post vacant

## Inspector

Linda Bond, Social Care Inspector

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