

1159868

Cambian Childcare Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This children's home provides care for up to three children who may have some behavioural and/or emotional difficulties. The registered manager has been in post since December 2019.

Inspection dates: 18 and 19 March 2021

This monitoring visit

This monitoring visit took place to review a compliance notice. This was served following shortfalls identified at the previous visit in January 2021. The concerns are in respect of leadership and management and safeguarding.

Three children currently live at this home. A blended visit took place, which included a visit to the home to talk to children and staff. Video and phone calls facilitated speaking with managers and other professionals.

Not enough action has been taken by leaders to ensure that all aspects of the compliance notice are met.

The review of incidents lacks rigour. There is a failure to identify all concerns within incident records. When issues are identified, action taken to reduce risk is not timely or effective.

Children are not experiencing consistent, nurturing care from staff. Staff do not fully understand the complex needs of children and, at times, children's basic care needs are not met. The environment in which children live is not homely and the aesthetics require improvement.

Leaders and managers fail to ensure that staff are following children's agreed plans. During this visit, two children remained in bed, despite both needing to be at school or engaged in education. One child was still in bed when the inspector left the home

after lunch. Staff were not observed to support and encourage children to get up. Staff failed to demonstrate nurture and attention. One staff member was unsure whether a child had been given a drink.

Staff do not demonstrate an understanding of the children's complex needs. For example, the importance of the role of child and adolescent mental health services (CAMHS) for children is not understood. Recently, a child missed a CAMHS appointment because of problems with the homes car.

Leaders and managers have failed to challenge paramedics and the police about decision-making which led to restraint and the child being handcuffed while suffering emotional distress. No action has been taken to prevent this from happening again.

Some aspects of communication with other agencies have improved. However, leaders and managers do not always notify other agencies of all significant incidents or concerns in a timely way. For example, one social worker has not been provided with the full details of a serious and significant incident despite requesting this several times.

Leaders and managers have developed a focused action plan. There is some evidence of improvements, for example within staff supervision. More time is needed to ensure that the required improvements are fully implemented and embedded into practice.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/12/2019	Interim	Sustained effectiveness
02/04/2019	Full	Good
21/08/2018	Full	Requires improvement to be good
23/03/2018	Interim	Improved effectiveness

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 quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children's home's overall aims and the outcomes it seeks to achieve for children;</p> <p>use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>understand and apply the home's statement of purpose;</p> <p>ensure that staff—</p> <p>understand and apply the home's statement of purpose;</p> <p>protect and promote each child's welfare;</p> <p>provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background;</p> <p>help each child to understand and manage the impact of any experience of abuse or neglect;</p> <p>help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult;</p> <p>provide to children living in the home the physical necessities they need in order to live there comfortably;</p> <p>provide to children personal items that are appropriate for their age and understanding; and</p>	16 April 2021

<p>make decisions about the day-to-day arrangements for each child, in accordance with the child's relevant plans, which give the child an appropriate degree of freedom and choice;</p> <p>ensure that the premises used for the purposes of the home are designed and furnished so as to—</p> <p>meet the needs of each child.</p> <p>(Regulation 6 (1)(a)(b) (2)(a)(b)(i)(ii)(iv)(v)(vi)(vii)(viii) (ix)(c)(i))</p>	
<p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child;</p> <p>help each child to understand how to keep safe;</p> <p>have the skills to identify and act upon signs that a child is at risk of harm;</p> <p>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;</p> <p>take effective action whenever there is a serious concern about a child's welfare; and</p> <p>are familiar with, and act in accordance with, the home's child protection policies;</p> <p>that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm;</p> <p>that the effectiveness of the home's child protection policies is monitored regularly.</p>	<p>31 March 2021</p>

(Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi)(vii)(b)(e))	
<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>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose;</p> <p>ensure that staff work as a team where appropriate;</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>ensure that the home's workforce provides continuity of care to each child;</p> <p>understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home;</p> <p>demonstrate that practice in the home is informed and improved by taking into account and acting on—</p> <p>research and developments in relation to the ways in which the needs of children are best met; and</p> <p>feedback on the experiences of children, including complaints received; and</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home.</p> <p>(Regulation 13 (1)(a)(b) (2)(a)(b)(c)(e)(f)(g)(i)(ii)(h))</p>	16 April 2021
The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home.	31 March 2021

<p>In particular, the registered person must ensure that—</p> <p>medicines kept in the home are stored in a secure place so as to prevent any child from having unsupervised access to them.</p> <p>(Regulation 23 (1) (2)(a))</p>	
<p>The registered person may only use devices for the monitoring or surveillance of children if—</p> <p>the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children;</p> <p>the child's placing authority consents in writing to the monitoring or surveillance;</p> <p>so far as reasonably practicable in the light of the child's age and understanding, the child is informed in advance of the intention to do the monitoring or surveillance; and</p> <p>the monitoring or surveillance is no more intrusive than necessary, having regard to the child's need for privacy.</p> <p>(Regulation 24 (1)(a)(b)(c)(d))</p>	<p>31 March 2021</p>
<p>The registered person must ensure that all employees—</p> <p>undertake appropriate continuing professional development;</p> <p>receive practice-related supervision by a person with appropriate experience.</p> <p>(Regulation 33 (4)(a)(b))</p>	<p>31 March 2021</p>
<p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious;</p> <p>a child protection enquiry involving a child —</p> <p>is instigated; or</p>	<p>31 March 2021</p>

concludes (in which case, the notification must include the outcome of the child protection enquiry); or

there is any other incident relating to a child which the registered person considers to be serious.

(Regulation 40 (4)(b)(d)(i)(ii)(e))

*These requirements are subject to a compliance notice.

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 1159868

Provision sub-type: Children's home

Registered provider: Cambian Childcare Ltd

Registered provider address: Caretech Estates Ltd, Metropolitan House, 3 Darkes Lane, Potters Bar EN6 1AG

Responsible individual: Nicola McClements

Registered manager: Hiedi Hopkins

Inspectors

Tracey Ledder, Social Care Inspector

Nicola Lownds, Social Care Inspector

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