

2556596

Cambian Childcare Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned children's home and is registered to provide care and accommodation for up to two children who may have emotional, behavioural and/or learning difficulties.

There is no registered manager in post.

Inspection date: 31 March 2021

This monitoring visit

Routine inspection activity is currently suspended because of the COVID-19 (coronavirus) pandemic. A monitoring visit was completed on 23 February 2021 to ensure that children remain safe following concerns identified from safeguarding notifications. Following this visit, two compliance notices and a restriction notice were issued due to concerns about the safety of children and poor leadership and management practices.

On 31 March 2021, a monitoring visit was completed to assess the progress made by the provider to meet the steps in the compliance notices issued. These relate to regulation 12, the protection of children standard, and regulation 13, the leadership and management standard. Since the previous visit, one child has moved out of the home. One child remains living at the home and was spoken to as part of the visit. The monitoring visit was completed onsite at the home.

The home does not have a registered manager. The interim manager who is in day-to-day charge of the home and has been in post since June 2020 has still not submitted a full application to Ofsted. The responsible individual did not attend the monitoring visit but requested that the visit was conducted with the interim manager.

At this visit, the inspector found that there continues to be shortfalls in the registered provider's oversight of risk management. Some records relating to the

care and safety of the child, such as risk assessments, provide conflicting information and do not include robust and effective strategies for managing and reducing risks. The management monitoring systems in place have not identified these shortfalls. In addition, staff spoken to during the visit provided conflicting information on how they will manage behaviours and minimise the risk factors as the plans and agreed strategies remain unclear. For example, the actions staff are required to take if a child goes missing from home.

The provider has made changes to the staff team, including a new deputy manager and experienced residential care workers. Staff have started to build positive relationships with the child who reported that the house is better.

The provider has arranged training courses, workshops, quizzes, and additional team meetings to improve the interim manager's and staff's understanding of their roles and responsibilities. However, not all staff were able to demonstrate the application of the knowledge gained during these sessions. Some staff lack an understanding of why the child who they are responsible for is known to be at high risk of child sexual exploitation, and not all staff have a knowledge of the previous significant safeguarding incidents. This limits the staff's ability to safeguard the child. The interim manager has also failed to identify that staff lack knowledge and insight into the child's key risks and vulnerabilities.

New systems have been introduced so that decision-making processes relating to safeguarding are clearly recorded. Furthermore, the interim manager has updated records to include debriefs with staff and the child and to include her evaluation following incidents. The effectiveness of these changes could not be evidenced at this visit as there has been no significant incidents in the home since the last visit.

The interim manager has introduced a management checklist, which enables her to routinely monitor, evaluate, and analyse the work undertaken by the staff. Daily, weekly, and monthly monitoring systems are in place to enable the manager to identify weaknesses and to take remedial action. Staff have also been assigned specific key tasks with clear actions and timescales for completion.

The quality of management monitoring and review systems has improved due to the additional checks and audits in place. However, despite these improvements, the interim manager has failed to identify the shortfalls in the child's plans and the inconsistent safeguarding strategies contained in the documentation. During this visit, the interim manager acknowledged the shortfalls identified in the plans and accepted why staff may be confused.

It is Ofsted's view that the shortfalls highlighted at the visit demonstrate that safeguarding practice is not sufficiently robust. Despite the improvements which have taken place since the last visit, leadership and management practice has failed to identify the shortfalls. These shortfalls continue to compromise the safety, experience, and progress of the child living in the home.

Previous requirements were not considered as part of this monitoring visit.

Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| N/A | | |

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 education standard is that children make measurable progress towards achieving their educational potential and are helped to do so.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>help each child to achieve the child's education and training targets, as recorded in the child's relevant plans;</p> <p>support each child's learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete independent study;</p> <p>help each child to understand the importance and value of education, learning, training and employment;</p> <p>help each child to attend education or training in accordance with the expectations in the child's relevant plans.</p> <p>(Regulation 8 (1) (2)(a)(i)(ii)(iv)(x))</p> <p>This is particularly in relation to ensuring that children engage in structured education either informally or formally.</p> | 09 May 2021 |
| <p>The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—</p> <p>mutual respect and trust;</p> <p>an understanding about acceptable behaviour; and</p> <p>positive responses to other children and adults.</p> | 09 May 2021 |

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| <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding;</p> <p>help each child to understand, in a way that is appropriate according to the child's age and understanding, personal, sexual and social relationships, and how those relationships can be supportive or harmful.</p> <p>(Regulation 11 (1)(a)(b)(c) (2)(a)(v)(vi))</p> <p>This is particularly in relation to helping children use appropriate language with staff.</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>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>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>09 May 2021</p> |

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| <p>(Regulation 12 (1) (2)(a)(i)(iii)(v)(vi)(b))</p> <p>The registered person must ensure that staff can meet children's individual needs, understand the risks in relation to children and how to reduce any risks.</p> <p>Ensure that children's risk assessments are up to date and include all known risks, including effective strategies to reduce risk.</p> | |
| <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>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>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)(f)(h))</p> <p>This is particularly in relation to the manager's oversight and evaluation of children's plans and any incidents within the home.</p> <p>Ensure that the manager reviews and evaluates children's ongoing needs to best support children and reduce risk.</p> | <p>09 May 2021</p> |
| <p>The registered provider must appoint a person to manage the children's home if—</p> <p>there is no registered manager in respect of the home; and</p> <p>the registered provider—</p> <p>is an organisation or a partnership;</p> | <p>09 May 2021</p> |

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| <p>does not satisfy regulation 28; or</p> <p>is not, or does not intend to be, in day-to-day charge of the home.</p> <p>(Regulation 27 (1)(a)(b)(i)(ii)(iii))</p> | |
| <p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation;</p> <p>an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious;</p> <p>there is an allegation of abuse against the home or a person working there;</p> <p>a child protection enquiry involving a child—</p> <p>is instigated; or</p> <p>concludes (in which case, the notification must include the outcome of the child protection enquiry); or</p> <p>there is any other incident relating to a child which the registered person considers to be serious.</p> <p>(Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))</p> | <p>09 May 2021</p> |

*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: 2556596

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: Sharron Edwards

Registered manager: Post vacant

Inspector

Suzanne Birchall, Social Care Inspector

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