

1236773

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private company. It is registered to provide care for one child aged between eight and 17 years and of different genders. This will be based on the impact assessment of the child and a safe area plan of the home.

The manager was registered with Ofsted in May 2019.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

Inspection dates: 25 to 26 May 2021

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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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: 17 September 2019

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/09/2019	Full	Good
16/05/2018	Full	Good
04/12/2017	Interim	Sustained effectiveness
18/04/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The quality of care provided at the home has made a real difference for the child. The staff demonstrate great skill and tenacity in promoting and sustaining the child's progression, with examples of highly creative and innovative approaches to meeting the child's needs. The progress that the child has made since living in this home is excellent and life changing.

The progress the child has made in education is remarkable. The child's approach to education is commendable considering her previous reluctance to engage in school. Staff acknowledge and celebrate every academic success. This helps the child to feel proud of her achievements and have genuine aspirations for the future.

A parent described the relationship with staff as 'brilliant'. Staff have actively encouraged and supported family time. This has helped to improve and rebuild the relationship between the child and her family to the point where it is planned that the child will return home. This excellent partnership working with family has resulted in a really positive outcome.

One other child has moved on from the home since the last inspection. The care and support that this child experienced extended well beyond the time that they left the home for independence. The staff and the manager have maintained contact and continued to provide support going above and beyond what they were expected to do. This shows real commitment to ensuring that children successfully move on to independence and have positive outcomes.

The staff record regular key-work sessions with the child. There is a wealth of information recorded about the work completed on matters such as substance misuse, staying safe, education, and learning life skills. Records do provide the reader with an insight into how staff offer support and the progress made by the child. The quality of key working has resulted in outstanding progress for the child.

Staff have tailored their approach to communicating and engaging with the child so that it fits with the child's wishes and needs. The child's progress and journey are captured in detail in diaries and memory books. A record has been kept for the child to take with them as part of their journey and life story. This will help the child to remember the time they lived at this home.

The progress made by the child has been quite remarkable from a starting point where they were at risk, had low self-esteem and found it difficult to receive praise. They have developed in confidence, made some real measurable achievements, respond well to praise and positive feedback. The child said, 'I feel true happiness now. I never felt that before and I now know what it feels like to be truly happy.'

The home environment is welcoming, comfortable and homely. The child had personalised their home and their bedroom. This provides a very comfortable home environment for children and is maintained to a high standard.

The child is placed far from their home area. The manager and staff have supported the child to rebuild their relationship with family following a breakdown. They have also ensured that the child keeps regular contact with their family through regular video chats and face-to-face family time. This helped the child settle and make progress.

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

The child has enjoyed placement stability since coming to live in the home. Their individual risk-taking behaviour has significantly reduced, to the point where there are no high-risk concerns. Excellent consistent care has ensured that the child is safe, and the initial concerns and risks are now very low.

Careful planning was evident in relation to the placement of the child. Planning considered their needs, vulnerabilities and risks. Planning was informed by good multi-agency consultation and communication. This ensured that strategies were put in place to mitigate all of the assessed risk.

The individual risk assessments for the child describe their vulnerabilities and set out the strategies that staff should follow to reduce the known risks. Risk evaluation is accurate and clear. Risk assessments are regularly reviewed, signed by all staff with clear managerial oversight. Good-quality, up-to-date risk assessments minimise the risk of significant harm.

Behaviour is managed exceptionally well by the manager and staff team. This is because the staff team is very well trained and has excellent relationships with the child. The manager and staff team can identify any subtle changes in the child's behaviour, which ensures that the right level of support is quickly identified and put in place. This has resulted in very little challenging incidents and there have been no incidents of physical restraint since the last inspection.

The home has not had any recent missing from home incidents. However, missing protocols are up to date and are regularly reviewed. The protocol gives clear direction to staff of what to do or when to report children as missing. Key-work sessions have also been completed with the child in relation to personal safety. This helps to ensure that the child has a good understanding of risk.

Individual staff members have an excellent awareness of safeguarding. They have access to several training courses, which underpin their knowledge and understanding. Staff have the knowledge and skills to keep children safe from harm.

New staff are recruited safely, and appropriate checks are carried out. There are no concerns in relation to safer recruitment practices. This helps to ensure that children are looked after by people that are skilled and safe to do so.

Professionals and family said that communication with the home is 'excellent'. Staff keep them informed through regular verbal updates and weekly written reports, and detailed reports are provided for reviews. Good multi-agency communication gives better support and protection for the child.

The effectiveness of leaders and managers: outstanding

The manager oversees a second home, but this does not negatively affect the time they spend in this setting. The registered manager has excellent oversight of the home. There is clear management oversight to ensure that the child's needs are being met to a high standard.

The registered manager has raised challenges and escalation in relation to delays in the provision of information. She has also challenged the care planning for a child when the placing local authority wanted to end the placement suddenly. This ensured that children's views are listened to and matters of concerns are acted on promptly.

The registered manager has shown ambition and high expectations for the child. She has worked with a local education provider to support the child's aspirations to achieve education qualifications. Good partnership working provides better outcomes for children.

The staff are very well supported in their roles by the manager and have regular supervision and team meetings. They take part in regular training. This ensures that staff are well equipped to meet the individual needs of the child placed at the home.

Training is up to date and the manager is aware of when training requires renewing. The manager also analyses any new placements to decide whether any other training is needed for the staff team to be able to provide appropriate care. For example, when the current child was placed the manager sought more training around substance misuse and trauma. The manager works with the provider's trainers and in-house clinician to ensure that staff have the right knowledge.

Staff do have annual appraisals. However, the records are brief, and they do not include the views of children. Targets are set, but records do not state how these will be met by staff and what the timescales are for reviewing. The manager recognises this is an area for development and has implemented a clear workforce development plan. This helps to ensure that staff have measurable and specific targets, informed by the child's needs, to develop and improve their care practice.

New staff receive very good support through their induction period. They receive supervision fortnightly throughout their probation period then monthly after completion. Staff go through three robust probationary reviews, which allow them to

monitor their progress and identify any areas requiring improvement. Staff are well prepared to care for children.

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: 1236773

Provision sub-type: Children's home

Registered provider: Cambian Childcare Limited

Registered provider address: Cambian Childcare Limited, 5th Floor, Metropolitan House, 3 Darkes Lane, Potters Bar EN6 1AG

Responsible individual: Susan Fitzsimmons

Registered manager: Carla McDade

Inspector

Brian Wood, Social Care Inspector

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