

1159868

Registered provider: Cambian Childcare Limited

Full inspection

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 social, emotional and behavioural difficulties.

There is currently an acting interim manager in post.

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.

We last visited this setting on 1 June 2021 to carry out a monitoring visit. The report is published on the Ofsted website.

Inspection dates: 6 to 7 July 2021

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	requires improvement to be good
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 20 April 2021

Overall judgement at last inspection: Inadequate

Enforcement action since last inspection: Two compliance notices were issued following the full inspection on 20 April 2021. These related to the leadership and management standard and the quality and purpose of care standard.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/04/2021	Full	Inadequate
05/12/2019	Interim	Sustained effectiveness
02/04/2019	Full	Good
21/08/2018	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

Two children are currently living in the home. Since the monitoring visit on 1 June 2021, one child has moved on from the home. Despite this move taking place relatively quickly, the child was involved and supported by the staff. Unfortunately, the manager failed to ensure staff recorded how the child's views were considered during this move.

Staff know the children well and are supporting them to make progress. For example, one child is being helped by the staff to understand their move to foster care, and one child who has not consistently engaged with education has successfully applied for a 12-week construction course.

The children are cared for by staff who are enthusiastic and committed to improving their outcomes. Although there have been a few changes to the staff team since the previous inspection, this has not affected the consistency of care. Staff spoke of how a change in the management of the home has ultimately led to improved morale and how this has had a positive impact on how they support the children.

Staff arrange appropriate time for the children to meet with family and friends. Visits for some have increased, enabling them to meet with extended family.

The children are encouraged to attend any necessary and routine health appointments. For one child, this remains a challenge, however, there is a plan in place to continue to support this child and their health needs as they move towards adulthood.

How well children and young people are helped and protected: requires improvement to be good

Staff respond well to the children when they are upset. They have a good understanding of the children's needs and use well-written and clear risk assessments that support children's safety inside and outside the home. However, despite this, staff have not been able to prevent one child from continuing to self-harm. Four incidents have taken place since April 2021 that ultimately led to the leaders and managers acknowledging they could not keep this child safe from their self-injurious behaviours. This child has since moved to a new home.

Staff know how to respond when a child is missing from the home. Records evidence the steps the staff have taken to discourage one child from staying away from the home, and they show a reduction in the number of times this child goes missing. There is a clear protocol in place that is ratified by the local authority and local police to safely return the child to the home on each occasion. However, despite the attempts by staff, this child has continued to go missing and remains at

risk of criminal exploitation when he is away from the home.

Staff and the manager undertake a range of training in safeguarding matters. They undertake online courses while waiting for face-to-face training. This ensures that they have some basic knowledge of safeguarding practice.

The effectiveness of leaders and managers: requires improvement to be good

Since the full inspection on 20 and 21 April 2021,. An interim manager has been in post since 29 April 2021. With the support of senior leaders and an experienced registered manager from another home, the interim manager has been instrumental in making significant progress against the home's action plan.

The interim manager has demonstrated a commitment and desire to improve the outcomes for the children and the support staff receive. In particular, he is to be praised for stabilising the staff team. All staff spoke extremely positively about the interim manager

The inspector found evidence of the determined attempts made by the interim manager to progress the actions that had been required as a result of the previously weak and ineffective leadership of the home. As a result, staff are now empowered and equipped to support the children in line with the home's statement of purpose.

Leaders and managers have continued to complete regular reviews of all practice and procedures and revise the action plan accordingly. The inspector found sufficient progress has been made to meet the remaining requirements and two compliance notices. However, further time is required to embed the new systems, the leadership and management of the home and the practice of staff. The shortfalls identified during this inspection mean three new requirements are made. These relate to the quality of supervision records, the quality of records that plan the moves of children in and out of the home and the continued leadership of the home. These requirements do not have an impact on the safety of the two children living in the home.

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 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>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. (Regulation 13 (1)(a)(b) (2)(f)(g)(i)(ii)(h))</p> <p>This relates to the manager ensuring that they continue to use all monitoring systems to further develop the home and improve children's outcomes.</p>	10 September 2021
<p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children's home.</p>	10 September 2021

<p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that arrangements are in place to—</p> <p>plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child’s placing authority. (Regulation 14 (1)(a) (2)(b)(iii))</p> <p>This relates to the manager ensuring records detail how staff have helped children to understand the process of moving in and out of the home, that records capture these discussions and that the children who live in the home are consulted when a new child moves in.</p>	
<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> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same. (Regulation 11 (1)(a)(b)(c) (2)(a)(x))</p> <p>This relates to the manager ensuring that supervision records reflect the discussions and actions, and they are signed by the supervisor and the staff member being supervised.</p>	<p>10 September 2021</p>

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: 1159868

Provision sub-type: Children's home

Registered provider: Cambian Childcare Limited

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

Responsible individual: Nicola McClements

Registered manager: Heidi Hopkins

Inspector

Linda Bond, Social Care Inspector

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