

SC457318

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and operated by a large national organisation. It is registered to provide care and accommodation for up to two children with emotional and behavioural needs and/or learning disabilities.

The manager has been registered with Ofsted since 2015.

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: 17 and 18 August 2021

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected **good**

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

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 17 December 2019

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/12/2019	Full	Good
10/12/2018	Full	Outstanding
17/10/2017	Full	Good
24/03/2017	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

Staff have created a lovely environment for the children. The home is welcoming with good-quality furnishing and decoration. Children choose the decor and display their photos and mementos. They have warm and trusting relationships with carers. Children enjoy themselves at the home and participate in a range of activities. They told inspectors that they would not like to live anywhere else.

Since the previous inspection, the home has provided care for three children. One child successfully moved on to live independently. Moves from the home are well planned and carried out in a child-centred way. The needs of the children are carefully considered. Staff consult children living in the home about these changes and support them meeting the new child. This creates successful moves and enduring, positive relationships.

Children make good educational progress. Carers believe that all children can, and should, achieve their full potential regardless of any disability. They support children with their learning and help them to succeed. Children enjoy going to school and are proud of their achievements. Both children have recently taken exams, which they have passed.

A key strength of the home is that carers help children to become independent by learning new skills. Staff encourage and support children to cook, budget and go out unsupervised. One child has volunteered at a charity shop and the home pays him a wage. Another child wants to learn how to drive and has applied for his provisional licence. These are significant achievements for the children.

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

Since the last inspection, children have not gone missing from the home. There are well-documented procedures in place should a child go missing. Staff understand what to do when incidents occur.

There has been one physical intervention since the last inspection. This involved a temporary member of staff. The incident was investigated thoroughly. New procedures are in place, so all temporary staff understand the children's needs. Carers always use de-escalation techniques and only use restraint when it is necessary to keep a child or members of staff safe.

Leaders and managers have appropriately considered safety plans for children's internet and mobile phone use. The registered manager consulted with the children's social worker after an internet safeguarding incident. Staff check children's mobile phones and talk to them about the risks of accessing adult material. However, there has been insufficient oversight of the plan. Staff continue to check

children's phones every day despite this not meeting the needs of the child. The registered manager did review the plan with the social worker during the inspection.

Children told the inspector that they feel safe and that they know who to talk to if they are worried or upset.

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

Everyone the inspector spoke to was very positive about the registered manager. This included children, parents and professionals. One parent said, 'They are brilliant. I really appreciate all the work they do, and I am thankful for them.' The manager encourages staff to believe that every child can reach their potential.

Staff feel supported and receive regular supervision. Staff have the skills to meet the children's individual needs. They have opportunities to learn new practices when the children's needs change. The registered manager has developed creative ways to ensure that all staff engage with training. This helps staff to feel confident caring for the children.

Relationships and communication with other professionals are a strength of the home. Leaders and managers advocate for children. They challenge professionals and parents so that children's plans reflect their individual needs. One professional said, 'They really advocate for the children and encourage them to have their say.'

Leaders and managers report safeguarding incidents to the appropriate agencies and undertake investigations. However, records are not always clear or accurate. It is difficult to understand what has happened and whether the outcome has led to safe practice. Insufficient management oversight means that staff development is not always robust. One member of staff does not understand the reason for an investigation. They also said they have not learned from their personal improvement plan. A lack of evaluation of staff improvement plans means that poor practice may be repeated.

Leaders and managers do not always adequately monitor and review children's plans. One child has a long-standing health need. The registered manager sought advice from health professionals about this. However, despite the child's plan not meeting their needs, staff continue to follow it. The child's unmet health needs prevent them from making further progress.

Staff's written records do not support the children's self-esteem. In response to one child's health difficulties, staff have used phrases that are stigmatising, which could prevent the child from making progress.

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 health and well-being standard is that—</p> <p>the health and well-being needs of children are met;</p> <p>children receive advice, services and support in relation to their health and well-being.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff help each child to—</p> <p>achieve the health and well-being outcomes that are recorded in the child's relevant plans. (Regulation 10 (1)(a)(b) (2)(a)(i))</p>	22 October 2021
<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>promotes children's welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>understand the impact of the quality of care provided in the home is having on the progress and experiences of each child and use this 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. (Regulation 13 (1)(b) (2)(f)(h))</p>	22 October 2021
<p>The procedure to be followed in the event of an allegation of abuse or neglect must, in particular—</p>	22 October 2021

provide for records to be kept of an allegation of abuse or neglect, and the action taken in response. (Regulation 34 (2)(d))	
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Recommendation

- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. Staff should record information about individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. This specifically relates to one child's health concern. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.4)

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: SC457318

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: Victoria Elworthy

Registered manager: Sarah Shapter

Inspector

Penelope Kutz, Social Care Inspector

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