

# 1226978

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

A private company owns and operates this children's home. It provides care for up to two children who may have emotional, social and/or mental health difficulties.

There has been no registered manager in this home since April 2020. A manager has been appointed and has submitted her application for registration.

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 14 July 2021 to carry out a full inspection. The report is published on the Ofsted website.

### Inspection dates: 1 to 2 September 2021

<b>Overall experiences and progress of children and young people, taking into account</b>	<b>good</b>
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 14 July 2021

**Overall judgement at last inspection:** inadequate

### Enforcement action since last inspection:

Following the last inspection, Ofsted issued a compliance notice in respect of the knowledge and skills that leaders and staff need to protect children in their care. Progress against this compliance notice was assessed at this inspection.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/07/2021	Full	Inadequate
03/09/2019	Full	Good
05/03/2019	Full	Good
20/02/2018	Full	Good

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

This children's home was judged inadequate at the most recent inspection, due to concerns around a safeguarding issue. The actions of leaders and staff left children at risk. Five requirements and a compliance notice were issued. Most other aspects of the care provided to children were not found wanting. This inspection considered progress made against the shortfalls, as well as wider aspects of children's care.

Children develop strong and trusting relationships with staff and enjoy living in the home. Children settle quickly when they move into the home, because of the efforts staff make to welcome them. Children who have lived in the home a long time know that staff are committed to them. As a result of these positive relationships, children invest in the home and respond to the care they receive.

Children's educational needs are prioritised. The progress for one child is remarkable, given their previous experiences. When children are anxious about changes in their education, staff provide individualised support. They understand the fundamental concerns for children, rather than incidental issues. This means that children receive the targeted help they need to meet their potential.

Children are healthy. Staff encourage them to attend routine medical appointments. When children are reluctant to do so, staff talk to them about the benefits of this input. Staff are creative in how they do this and, generally, children agree to attend these check-ups. Children are developing good, long-term habits, as well as improving their immediate health needs.

Children receive help when they struggle with their emotional well-being. Children trust staff and so talk to them about their concerns. The organisation's mental health practitioner provides individualised advice to staff. This helps staff to respond effectively to each child. The combination of strong relationships and expert support increases the impact of the help provided to children.

Children talk to staff about issues that matter to them most. The positive responses that children receive from staff are very reassuring. As a result, children feel confident to talk to family members about important aspects of their identity. This means that children's anxieties reduce and their sense of self is enhanced.

Children take part in a wide range of activities. Children have enjoyed varied opportunities since the COVID-19 restrictions were reduced. As well as building lovely memories of living in the home, children strengthen their relationships with each other and with staff. For some children, such activities are new experiences. This is very important given the reduction of social opportunities during the pandemic.

Children's bedrooms are cheerful and well maintained. Staff help children to choose new furnishings and decor. Children are also encouraged to keep their own rooms clean and tidy. When they are reluctant to do so, staff work with children to help them understand why this is important. Children benefit from this support, resulting in notable improvements.

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

Staff have now completed a great deal of training about safeguarding children. Training includes learning new information and refreshing existing knowledge. Effective communication and information-sharing is emphasised. Staff learn about the impact on children of poor safeguarding practice. This input means that all staff have the skills and knowledge to keep children safe. The compliance notice made at the last inspection is met.

Staff respond effectively when children are at risk. Immediate responses ensure that children are better protected. Staff have detailed conversations to reinforce concerns. When needed, staff make referrals to external agencies to source additional support for the children and preventative initiatives are put in place to reduce the likelihood of further concerns. As a result of this approach, children learn about the harm they might experience and become safer.

Staff respond to behavioural issues in line with positive behaviour plans. Routines and clear boundaries help children to know what is expected of them. When children's behaviour deteriorates, staff remain calm and confident. Sanctions are used effectively. As a result, children learn to reflect on their own behaviour and how it affects themselves and others. This is important for their development.

There have been some concerns about children's use of social media. Staff spoke to one child about potential harm and appropriate action was taken to safeguard them. This child later told a friend about risks from strangers on social media. This is excellent evidence of children benefiting from the care provided by staff.

### **The effectiveness of leaders and managers: good**

This home has been without a registered manager since April 2020. However, the recently appointed manager submitted her application for registration very quickly after taking up her role. This is a significant improvement on previous efforts to appoint a suitable manager. Children have benefited from the manager's leadership of the home since her appointment.

Leaders responded well to the requirements made and compliance notice issued following the last inspection. Training for staff was very detailed and went beyond what was required to meet those shortfalls. The work on professional boundaries and effective communication was particularly well received. Learning was a combination of face-to-face workshops and online learning. Some sessions were led by experts in their field, which staff particularly valued. Leaders test staff knowledge

through questionnaires and discussions in team meetings. As a result of the work undertaken, staff are more effective in their practice.

The manager has a clear vision for the development of the home. Children's safety and well-being are at the centre of her thinking. She knows the children very well and understands their progress and their challenges. She makes changes to the way in which children are looked after, when required. The manager uses learning from the recent inspection to ensure that she and staff perform diligently.

The manager responds positively to the expectations of her role. In turn, she expects staff to perform well. Staff report feeling supported by the manager and energised by her approach. This means that children are looked after by staff who enjoy their work and who feel valued.

The manager is developing constructive relationships with members of the professional network. She is tenacious in following up on referrals to external agencies. She challenges other professionals if they do not carry out their responsibilities adequately. This means that children receive the right service quickly. Children's progress is enhanced by the way in which the manager involves professionals in their care.

The manager is improving her monitoring of the home. For example, she evaluates the direct work that staff do with children. Routine checks identify shortfalls in the quality of records and time spent with children. The manager focuses on the impact on children of the care they receive. This approach means that emerging issues are identified early. As a result, changes are made when necessary.

Staff receive regular supervision of their practice. New staff and those in new roles have frequent meetings with their supervisor. This ensures that they make progress. The manager deals with any issues within the staff team promptly. Staff attend all required training and complete work for their qualifications within timescales. This means that children are looked after by staff who are competent and who have opportunities to raise concerns or worries.

## **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:** 1226978

**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:** Susan Fitzsimmons

**Registered manager:** Post vacant

## Inspector

Jane Titley, Social Care Inspector

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