

1258091

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 by a large private organisation. It provides support, care and treatment for children who have suffered early life trauma. The home is registered to care for five children between the ages of six and 15 years old.

The home is managed by an experienced, qualified practitioner who was registered with Ofsted in December 2018.

Inspection dates: 20 and 21 April 2022

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: 16 November 2021

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/11/2021	Full	Requires improvement to be good
04/08/2021	Full	Inadequate
08/05/2019	Full	Good
31/07/2018	Interim	Declined in effectiveness

Inspection judgements

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

At the time of the inspection, there were four children living at the home. Since the last inspection, managers have reviewed aspects of staff practice and the quality of care provided to children. They have implemented a plan to drive improvement, however this remains in its infancy. There still remain concerns with the quality of children's care plans and risk assessments, the support provided to children when using the internet and the quality of staff's recording.

The home is currently being redecorated. However, one child's bedroom that has been repaired due to damage has not been promptly repainted. The windows were dirty, and staff had not put in place a plan of how they will be reinstating wardrobes and window coverings. As a result, the room felt uninviting and not a place for a child to relax.

Children are cared for by a staff team who put the children at the centre of their practice. Staff are nurturing in their approach. The inspector observed lots of positive interaction between staff and children. It was good to see children seeking out and receiving hugs from staff.

Staff help children to progress in most aspects of their lives. For example, children are learning to manage their emotions and express their feelings more positively. However, staff have not developed plans which clearly show how staff will help children to progress. This omission may result in children not progressing as well as they could.

Staff make sure children have lots of opportunities to experience things they may not have done before. Staff encourage children to join clubs such as youth clubs, boxing and parkour. Staff take children to the local parks, zoos, theme parks and the beach. For some children, it was the first time they had been on holiday, experienced a family Christmas with presents, had a birthday party and received chocolate eggs at Easter. As a result, children are having the opportunity to enjoy childhood, join in as other children would and create lifelong memories.

Staff have formed positive trusting relationships with children. Work undertaken with children by staff and others such as therapists mean children are better able to explore their feelings and reflect on their past experiences. The relationships they are building mean they feel confident in talking about things that have happened to them. With support from therapy, children are starting the healing process.

Staff involve children in the decision-making of the home and encourage them to make choices. Children express their views through day-to-day discussions, key-work sessions, 'children's chats' and through involvement in their reviews and care

plans. As a result, children feel listened to and that their views and opinions are valued.

Staff understand the importance of education. When children are struggling in school, staff liaise with education providers to see how best to support children. This has included taking children to school instead of using school transport so that children arrive in a positive frame of mind. Staff help children with homework and make sure it is completed and returned to school. As a result, children have good attendance at school and are doing well.

Staff help children stay in touch with families where appropriate, no matter what the distance. If visits need to be supervised, then staff stay so that children have positive days with their family. In between visits, staff encourage children to stay in touch using technology. As a result, children feel part of their family, despite living away from home.

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

Staff know children well and are getting better at noticing the subtle cues that indicate children are becoming anxious. The inspector observed staff using distraction and de-escalation to prevent behaviours escalating. However, children's risk assessments and behaviour plans do not always reflect all known risks and staff do not promptly update these plans when new risks are identified. As a result, staff are not always fully aware of the risks to children or the strategies to use to help children when they may be at risk of harm to themselves or from others.

Children have access to the internet via laptops and games consoles. The home has parental controls to prevent children accessing sites they should not. However, staff do not always carry out checks on devices when children's plans say they should. Staff have not undertaken in-depth work with children on understanding the risks when on the internet. This could put children at risk from others who may exploit their vulnerability.

Due to the trauma children have experienced, their behaviours can result in incidents which sometimes mean staff need to use physical interventions to keep them safe. Staff have now received additional training on using de-escalation methods. This means that physical interventions are only used when necessary. Managers have good oversight of the recording of physical interventions and will address shortfalls with staff. However, on occasions, the handwritten reports can be difficult for the reader to understand. On one occasion, managers did not discuss with staff the action they had taken to defuse a situation, as it could have been seen as not appropriate. This omission could result in staff not being clear as to what are appropriate and inappropriate responses to behaviours.

When children have exhibited bullying behaviour, staff have undertaken comprehensive work to ensure that children fully understand the impact of bullying.

This has reduced the risk of bullying from children towards other children in the home and at school.

Staff are recruited to the home safely. However, managers have not been able to satisfy themselves that staff working for outside agencies as independent visitors have been recruited safely. This is due to the agencies' reluctance to share information. As a result, managers cannot satisfy themselves that those individuals are suitable to work with children.

Managers take allegations seriously, no matter how serious they may or may not appear. Managers report concerns promptly and investigate them appropriately. When concerns are found, action is taken to safeguard children. Consequently, children feel listened to and that their concerns are taken seriously.

Staff understand their role in safeguarding children and could tell the inspector what they would do if they had concerns. One worker spoken to could not tell the inspector who they would contact outside the organisation if they had a concern. This could mean a delay in reporting or the worker not reporting concerns.

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

The manager is a child-focused practitioner who wants the very best for children. She is knowledgeable about the children and has clear ideas about how to help them progress. Managers have taken steps to review practice in the home and to understand the impact practice may have on children. They have developed an action plan and are taking steps towards making improvements. However, this is in the early stages and has not been fully embedded in practice.

Managers have identified shortfalls at the home and have already begun a programme of training and development for the staff team. Staff and managers have undertaken a variety of training to help develop their skills and knowledge, such as in report writing, the key-worker role, effective de-escalation methods, internet safety and attention deficit hyperactivity disorder. As a result, staff have the skills and knowledge to care for children.

Managers' oversight of the home has improved. They have used their monitoring systems to review and analyse incidents and staff's use of physical interventions. These reviews now consider trends and patterns so that they can identify potential triggers and strategies to prevent incidents from occurring. Managers have reviewed children's care plans and identified the need for greater detail to inform staff. There is a plan in place to implement the learning from these reviews to improve the overall care given to children. However, the impact of this is not yet known.

Managers have reviewed the quality of staff supervisions and identified areas for improvement. Managers have ensured that staff now have regular supervisions and that new staff receive more frequent supervision. This gives staff an opportunity to

reflect on their practice and as a result staff say they feel more supported by managers.

Professionals spoken to by the inspector spoke highly of the home, with one saying that the staff will go above and beyond. One did question the delay in receiving therapy for one child but accepted the delay was likely to be due to the slow engagement by the child.

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 quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children's home's overall aims and the outcomes it seeks to achieve for children;</p> <p>use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff—</p> <p>provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background;</p> <p>provide to children living in the home the physical necessities they need in order to live there comfortably;</p> <p>ensure that the premises used for the purposes of the home are designed and furnished so as to—</p> <p>meet the needs of each child. (Regulation 6 (1)(a)(b) (2)(b)(iv)(vii)(c)(i))</p> <p>This specifically relates to ensuring children's bedrooms are decorated promptly after repairs, windows are cleaned and plans put in place to reinstate furniture and window coverings. In addition, that children's plans clearly show how staff are helping children to progress and meet targets.</p>	5 June 2022
<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>	5 June 2022

<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>help each child to understand how to keep safe;</p> <p>are familiar with, and act in accordance with, the home’s child protection policies.</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. (Regulation 12 (1) (2)(a)(i)(ii)(vii)(b))</p> <p>This specifically relates to children’s risk assessments and behaviour plans clearly identifying known risks and the actions staff need to take, and that those plans are updated when new risks are identified. In addition, that children are given advice and support on internet safety. Also, that managers discuss with staff the interventions used if the manager feels they may not be appropriate, and staff know who to report concerns to outside of the organisation.</p>	
<p>The registered person must recruit staff using recruitment procedures that are designed to ensure children’s safety.</p> <p>The registered person may only—</p> <p>employ an individual to work at the children’s home; or</p> <p>if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home,</p> <p>if the individual satisfies the requirements in paragraph (3).</p> <p>The requirements are that—</p> <p>the individual is of integrity and good character;</p> <p>the individual has the appropriate experience, qualification and skills for the work that the individual is to perform;</p> <p>the individual is mentally and physically fit for the purposes of the work that the individual is to perform; and</p>	<p>5 June 2022</p>

full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a)(b) (3)(a)(b)(c)(d))

This specifically refers to the manager being able to demonstrate that external agencies undertake checks that are compliant with safer recruitment.

This requirement was issued at the previous inspection and is restated.

Recommendation

- The registered person should ensure that all records in the home are legible to the reader. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4.) This recommendation was made at the last inspection and is restated.

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: 1258091

Provision sub-type: Children's home

Registered provider: Cambian Childcare Limited

Registered provider address: Metropolitan House, 3 Darkes Lane, Potters Bar
EN6 1AG

Responsible individual: John Ryan

Registered manager: Bethany Sutherland

Inspector

Debbie Bond, Social Care Inspector

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