

# 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 a privately run children's home. It is registered to provide care for one child aged between eight and 17 years.

The manager was registered with Ofsted in May 2019.

### Inspection dates: 22 and 23 November 2022

<b>Overall experiences and progress of children and young people,</b> taking into account	<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:** 25 May 2021

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/05/2021	Full	Outstanding
17/09/2019	Full	Good
16/05/2018	Full	Good
04/12/2017	Interim	Sustained effectiveness

## Inspection judgements

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

Following the last inspection, one child has moved out of the home. The registered manager and staff went to great lengths to ensure that the child had a positive move and settled well into their new home. Since then, one child has recently moved in to the home.

The child is cared for by a consistent team of staff who know and understand the child well. Strong and positive relationships mean that the child benefits from stability. The child's voice is clearly captured in records of their wishes and feelings. Staff encourage the child to express themselves with confidence and, as a result, the child makes their views known.

The staff support the child to spend time with their family and loved ones. This enables the child to keep in touch with people who are important to them and helps the child to maintain their identity. Staff support family time and ensure that this is a positive experience for the child.

With help from the staff, the child is building independence skills. These skills help the child to improve their confidence and prepare them well for later life.

The staff work closely with the virtual school headteacher to help the child to return to education after a period of not attending. Currently, the child receives support with their learning from a tutor in the home. The child is not always encouraged to learn informally because staff approaches are inconsistent. This inconsistency does not help the child to learn, nor does it encourage a positive approach to education.

The staff support the child to stay healthy. The child's emotional well-being requires additional support. Staff make appointments on behalf of the child, but the child refuses to attend. The staff are not consistently supporting the child to understand the importance of maintaining good all-round health, which does not promote the child's mental well-being.

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

Staff practice is creative and inventive. The child benefits from a 'fidget kit', which includes a range of sensory items that the child uses to help them focus and keep calm when they are feeling restless. This helps the child to manage their own emotions and prevents unwanted behaviour from the child.

There have been no missing-from-home incidents since the child moved in. This is a significant improvement for the child. The staff understand their responsibilities and what steps to take if the child was to go missing. Staff work hard to ensure that the child has a sense of belonging in the home.

The child receives a high level of supervision and support to ensure their safety. Staff are provided with clear guidance, which they follow. The staff recognise and understand the risks and vulnerabilities surrounding the child well. This reduces the likelihood of the child being exposed to unnecessary risks, and helps them to feel increasingly safe.

The child has staff who they trust. They feel comfortable talking to staff if they have any worries or concerns. The child knows how to make a complaint and feels comfortable to do so. This enhances their sense of feeling listened to and that their views are valid.

There have been no physical interventions since the child moved in to the home. The staff are skilled and can de-escalate situations with the child before they develop further. Clear boundaries are in place, helped by the quality of relationships between the child and the staff. This contributes to the child being able to manage their frustrations and regulate their emotions.

Staff help the child to stay safe online. They raise the child's awareness of online harms through discussions. This includes talking about safe and healthy relationships. This means that the child develops a better understanding of staying safe and who they can trust.

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

An experienced and qualified registered manager leads the staff at the home. She has a good understanding of the home's strengths and weaknesses. Staff morale is good. The staff enjoy working at the home.

Staff receive regular supervision and appraisal in line with organisational policy. This helps them to reflect on their performance and to set targets for the year ahead. This ensures that staff feel supported and continue to develop their knowledge and skills.

Issues with staffing have proved to be challenging after some staff left the home. Currently, there is a stable and committed team of staff in place and the registered manager does not use agency staff. This means that the child is cared for by staff who know them well.

Feedback from professionals is positive. There are good working relationships between the staff team and external professionals involved in children's lives. The social worker said that the manager provides them with regular updates about the child's progress and any concerns as they arise.

Development plans are in place to improve staff performance in the home. The home is visited on a regular basis by an independent professional to review the quality of the children's care. These visits help the manager and staff to recognise the strengths and weaknesses of the home. The manager makes effective use of

these monitoring activities to address weaknesses and effect continuing improvement.

There has been one occasion when a staff member did not support the child in line with their care plan. The manager failed to ensure that the member of staff had sufficient training to help them understand their role. This left the child without the correct level of agreed support.

## What does the children's home need to do to improve?

### Statutory requirements

This section sets out the actions that the registered persons 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 persons must comply within the given timescales.

Requirement	Due date
<p>The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>help each child to understand the importance and value of education, learning, training and employment;</p> <p>promote opportunities for each child to learn informally. (Regulation 8 (2)(a)(iv)(v))</p> <p>This specifically relates to ensuring that the child has structure to their day and regular opportunities for learning when they are not attending formal education.</p>	31 March 2023
<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 promotes their welfare;</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</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. (Regulation 13 (a)(b)(c)(f))</p> <p>This is in specific reference to ensuring that new members of staff have the training and skills to meet children's individual needs.</p>	31 March 2023

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## Recommendations

- The registered person should ensure that the staff take a proactive role in supporting children to manage their well-being and health needs. This is with specific reference to supporting children to engage with relevant healthcare providers, such as mental health workers and counselling services. ('Guide to the Children's Homes Regulations, including the quality standards', page 34 paragraph 7.10)

## 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:** 5th Floor, Metropolitan House, 3 Darkes Lane,  
Potters Bar EN6 1AG

**Responsible individual:** Susan Fitzsimmons

**Registered manager:** Carla McDade

## Inspector

Ruth Jackson, Social Care Inspector



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