

# 1236620

Registered provider: Cambian Childcare Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home provides care for up to four children who have social, emotional and/or behavioural needs. At the time of the inspection, there were two children living in the home. Three children had moved out of the home during the period between inspections. The manager registered with Ofsted in July 2022.

The home is part of a large private organisation, and the company employs its own clinical team. This resource is shared between this home and four other homes within the organisation.

### Inspection dates: 10 and 11 January 2023

<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:** 21 September 2021

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/09/2021	Full	Good
10/07/2019	Full	Good
12/11/2018	Interim	Improved effectiveness
05/06/2018	Full	Good

## **Inspection judgements**

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

Children living in this home are making good progress from their starting points. Both children are attending education. This is a particular achievement for one child, who had not been attending school before moving into the home.

Children report that they feel staff have helped and supported them. Staff nurture their interests and facilitate the opportunity for children to spend time with friends and family. Children feel comfortable to invite friends back to their home, which allows them to reciprocate and accept invitations from their peers.

Family members spoke positively about their experiences of working with staff and how staff have supported their relationship with the child.

Complaints from children are dealt with appropriately, with children being supported and involved in the process.

The home is well maintained and feels warm and welcoming. Communal areas are tailored to the needs of the children, allowing for relaxation and activities. Outdoor space is used but requires further attention to bring it up to the standard of the home's interior.

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

Children are kept safe in this home. When children go missing from care, prompt action is taken to follow or find the children. A clear protocol is in place to minimise delay. Staff communicate with other professionals to ensure a full and coordinated response to bring the child home safely.

External professionals praised the staff team for being child-focused and having effective communication.

The registered manager and staff work closely with the clinical team to find the best way to work with and support the children. Staff have embraced a therapeutic method with one child who has required a calm and consistent approach. The child's wider network has been included in this approach to increase effectiveness.

Children's plans are generally well written and updated in a timely manner. However, the actions staff are required to take following self-harm incidents and to monitor the safe use of phones are not explicitly recorded and need to be more robust.

Children have individual plans devised in respect of their needs. However, children are not always involved in developing or reviewing their plan, and there are some inconsistencies in the plans capturing the child's feedback and views. Records do not

always show the author of the document and who it has been shared with and when.

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

The registered manager has been in post for 11 months. In this time, she has sought to bring about many changes in the home to improve practice, with the support of a strong senior leadership team. The registered manager is passionate about the home and her role. She accepts feedback and puts this into practice quickly.

Improved staff morale is attributed to staffing changes that have been made since the last inspection. Staff report that they enjoy working at the home. The registered manager has recently been joined by a deputy manager to support the home, providing good management oversight.

Staff receive effective training that has allowed them to implement therapeutic approaches with the children effectively.

Supervision of staff is regular, and the discussions are well recorded. However, some documents would benefit from the names of the authors, and the people the documents have been shared with, being recorded more thoroughly.

The manager has a good level of oversight of the care that the children receive and understands their needs. Leaders and managers share information with appropriate people and organisations when necessary and advocate for the children in their care. Other professionals are challenged when required.

Leaders and managers need to ensure that paper files are kept securely.

## 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 registered person must maintain records ("case records") for each child which—</p> <p>include the information and documents listed in Schedule 3 in relation to each child;</p> <p>are kept up to date; and</p> <p>are signed and dated by the author of each entry.</p> <p>Case records must be kept—</p> <p>in a secure place after the child has ceased to be accommodated in the home. (Regulation 36 (1)(a)(b)(c) (2)(d))</p> <p>In particular, ensure that the record accurately captures the people involved in the discussion that is being recorded and ensure that records are archived securely and promptly after a child has left the home.</p>	30 April 2023
<p>The children's views, wishes and feelings standard is that children receive care from staff who—</p> <p>develop positive relationships with them;</p> <p>engage with them; and</p> <p>take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff—</p>	30 June 2023

<p>help each child to understand how the child's views, wishes and feelings have been taken into account and give the child reasons for decisions in relation to the child; and</p> <p>help each child to prepare for any review of the child's relevant plans and to make the child's views, wishes and feelings known for the purposes of that review. (Regulation 7 (1)(a)(b)(c) (2)(a)(iii)(vi))</p> <p>In particular, ensure that children are involved in making their plans, and part of any reviews with their thoughts and comments captured, effectively and consistently.</p>	
<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> <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; and</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)(b))</p>	<p>28 February 2023</p>

## Recommendation

- The registered person should ensure that the children's home, including the outside space, provides a nurturing, supportive and homely environment that meets the needs of the children. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

## **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:** 1236620

**Provision sub-type:** Children's home

**Registered provider:** Cambian Childcare Ltd

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

**Responsible individual:** Danielle Ross

**Registered manager:** Katie Bennett

## Inspectors

Katie Ratcliffe, Social Care Inspector  
Carla Simkiss, Social Care Inspector



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