

# 1159258

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This children's home is operated by a large private company. It provides care for up to four children who may have social and/or behavioural difficulties. Three children were being cared for at the time of this inspection.

The registered manager is currently absent from work and the deputy manager is in day-to-day charge of the home.

### Inspection dates: 8 and 9 March 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:** 5 May 2021

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/05/2021	Full	Good
31/07/2019	Full	Good
05/03/2019	Interim	Declined in effectiveness
10/07/2018	Full	Good

## Inspection judgements

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

Since the last inspection, a number of children have moved on in a planned way to semi-independence, in line with their care plans. One child has left the home after a short stay as it was recognised that her needs would be better met in a smaller home environment. This child placed with one of the provider's other homes, which gave them some continuity of relationships.

Three children are living in the home. Two of these children are unaccompanied asylum seekers. All children are making progress, although it is still early days for one child who only recently came to live at the home. Staff are developing their knowledge and understanding of the needs of children coming from different countries and cultures, under traumatic circumstances, so they can meet their needs.

A teacher for one of the children seeking asylum said, 'He feels strongly connected to staff in the home and refers to them as his family. This connection is clearly reciprocated as staff speak about him warmly and with high regard.'

The decision not to bring a fourth child to live at the home until the relatively new staff team is more established is positive for the children already living in the home. Although there has been a high staff turnover since the last inspection, a core group of staff has remained to provide some consistency.

Two children are not accessing any education or training. One child is waiting for a school place to be agreed and another child has not received any education or training since leaving school last year. These children's days lack structure. Although some staff make efforts to engage children with learning in the home, there are no clear expectations of what children should be doing with their time.

Children are not always being provided with healthy meals and on occasions there is an over-reliance on processed food. Children are allowed to eat their meals in their bedrooms. As a result, children are not being provided with the skills and knowledge that they need to make healthy lifestyle choices and to develop the social skills to enjoy communal eating, as they would in a family home.

Children's cultural and religious needs are supported by staff. Two children regularly attend their respective places of worship and have been provided with religious texts in their first languages. This helps children to maintain their sense of culture and identity.

Children are encouraged to pursue their hobbies and interests. One child is a member of a cricket club and has aspirations to be a professional cricketer. He has been supported to gain a place on a cricket course at college from September. This

not only supports his career goals it also gives him opportunities to build a positive network of friends with similar interests.

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

Staff have the skills, knowledge and understanding to help children and keep them safe. Their practice is supported by comprehensive written information about children from their placing local authorities, as well as internal placement plans and risk assessments.

Physical intervention is rarely used in the home. This helps children manage their emotional distress in a more constructive way and helps build trusting relationships between children and staff.

Although the numbers of physical interventions with children are low, the written record of one of these incidents contains no evaluation or discussion with the child by the registered manager. It is unclear if the child's views have been obtained and if leaders and managers have had effective oversight of intervention practices.

When children go missing from home, staff use children's missing-from-home plans to inform their response. Staff work hard to find children and bring them back home safely. Staff recording of these incidents is, for the most part, good. However, management oversight is not always evident and, in some instances, children have not been offered an independent person to speak to. The registered manager is not always ensuring all mandatory parts of the provider's forms are completed by staff or by leaders and managers. This reduces the accountability and transparency of practice.

The registered manager ensures that information about all serious incidents involving children is shared in a timely manner with their placing authority and other relevant professionals. When allegations are made against staff, leaders and managers ensure that appropriate action is taken to safeguard children and support staff while matters are investigated.

The registered manager's active involvement in multi-agency information-sharing and decision-making helps to reduce risks to children. Information is shared with Ofsted in line with regulation. This helps the regulator make judgements about the effectiveness of the provider's response to incidents.

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

The home is led by an experienced registered manager. The registered manager has recently begun a period of planned absence. During this time, the home's deputy manager is taking on her responsibilities. The deputy manager is in the process of registering with Ofsted, with a view to being dual registered alongside the permanent manager.

These interim management arrangements provide children and staff with continuity. The interim manager is receiving additional support and oversight from the responsible individual. This strengthens the leadership and management of the home during this period.

Staff say that they enjoy working at the home and feel supported and valued by leaders and managers. Staff have regular supervision and team meetings which support them to undertake their roles effectively.

For the most part, staff are provided with the training they need. However, staff have not had any specialist training to support them to understand the needs of children in their care who are unaccompanied asylum seekers. As a result, leaders and managers have not ensured staff have the understanding and skills to provide effective trauma-informed care which meets children's emotional and cultural needs.

Leaders and managers use learning from their regular independent visitor reports to inform and develop practice. Recommendations made by the independent visitor are shared with staff in team meetings. This encourages a culture of learning which positively impacts on children's experiences.

The interim manager is a strong advocate for the children in his care. He challenges placing authorities when he considers their plans are not in the best interests of children or when children are not getting the services they need. This child-centred approach to leadership helps children to achieve positive outcomes.

## 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 ensure that—</p> <p>within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—</p> <p>the effectiveness and any consequences of the use of the measure</p> <p>within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—</p> <p>has spoken to the user about the measure; and</p> <p>has signed the record to confirm it is accurate; and</p> <p>within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(vii)(b)(i)(ii)(c))</p>	30 April 2023

### Recommendations

- The registered person should ensure that staff understand the importance of clear and careful recording. Specifically, that missing-from-home records are completed fully and evaluated by leaders and managers. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)
- The registered person should ensure that each child is eating a healthy, balanced diet at appropriate intervals through the day. Children should be encouraged to eat communally, not in their bedrooms. ('Guide to the Children's Homes Regulations, including the quality standards', page 33, paragraph 7.3)
- The registered person should ensure that all staff receive the training they need to understand and care for unaccompanied asylum-seeking children. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)

## **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:** 1159258

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

**Registered provider:** Cambian Childcare Ltd

**Registered provider address:** Cambian Childcare Ltd, Metropolitan House, 3  
Darkes Lane, Potters Bar EN6 1AG

**Responsible individual:** Leanne Woodings

**Registered manager:** Natalie Bygrave

## Inspector

Dawn Parton, Social Care Inspector



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