

1156098

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private company. It is registered to provide care for up to three children with social and/or emotional difficulties.

The manager has not yet submitted their application to register with Ofsted.

Inspection dates: 24 and 25 April 2023

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
---	--

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

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

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: 5 January 2023

Overall judgement at last inspection: inadequate

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/01/2023	Full	Inadequate
28/03/2022	Interim	Declined in effectiveness
15/12/2021	Full	Requires improvement to be good
09/04/2019	Full	Requires improvement to be good

Inspection judgements

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

At the time of the inspection, one child was living in the home. The child has made some progress since the last inspection. When staff are able to engage the child, the child has positive experiences. However, staff have not been able to do this consistently and the child has spent significant periods of time not engaging in meaningful activities. This limits the child's progress.

The child benefits from living in a warm, welcoming and homely environment. They spend time with staff relaxing in the home. The child has contributed to the decoration of the home, with the games room being personalised to reflect their individuality and interests.

External professionals are complimentary about the care given to the child and the relationships they have developed with staff. The child's social worker said, '[Name of child] has built relationships with many of the staff members.'

The staff team has actively supported the child to pursue their interests. The child now goes to a local youth club, uses the home gym and plays sports. This supports the child to develop their social skills and promotes their health and well-being.

The inspector spoke to the child about their experiences of living in the home. The child says they are happy at the home and that they feel supported by staff. The child said, 'Yes, everything is good, I have no worries.'

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

There has been a significant reduction of serious incidents in and out of the home since the last inspection. Staff said that as a result of this, they have been able to spend more time on training. Consequently, staff say they are more confident in their ability to manage conflict and prevent situations escalating.

The child said they feel happy and safe at the home. They said they feel confident in being able to share any concerns with staff and that they have been told how to make a complaint if needed.

When the child goes missing from home, there is a clear and consistent response from the staff. Staff search for the child and report them missing to police. Following the child's return, a return home interview is undertaken and staff carry out direct work with the child to try and reduce risks in the future. This reinforces to the child that they have people in their lives who care about them and want to keep them safe.

Staff undertake direct work with the child in line with emerging risks. Staff are provided with guidance on steps to take to manage risk. However, the quality of the recording in documents that are important for the child is inconsistent. Some have not been updated to include current information around managing risk and some include multiple spelling mistakes. This makes key documentation for the child unclear when they read their records now or in the future.

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

The home's manager has been in post since October 2022. However, the manager has still not applied to register with Ofsted as required by regulation. This means that the regulator has been unable to assess the suitability of the manager.

The manager, responsible individual and assistant manager have made numerous improvements to the care provided. The level of management oversight has improved, with the responsible individual undertaking monthly quality assurance audits. These audits inform the improvement plan.

Staff say they feel supported by the manager. One staff member talked positively about the changes made in recent months, saying, 'My confidence previously was rock bottom. However, the manager has really tried and we are coming together now more and more as a team and it is working well.'

Staff engagement in training has significantly improved since the last inspection. Staff have been able to access a variety of training, such as on behaviour management, conflict management, trauma and attachment. As a result, staff say they feel more confident and able to meet the needs of the child.

Staff team meetings are well attended and include guest speakers. Meetings focus on the needs of the child, staff development and reflection on practice. This has helped boost team morale in the home.

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, the 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 provider must appoint a person to manage the children's home if—</p> <p>there is no registered manager in respect of the home; and</p> <p>the registered provider—</p> <p>is an organisation or a partnership. (Regulation 27 (1)(a)(b)(i))</p> <p>Specifically, the manager must submit their application to register with Ofsted without delay.</p>	30 May 2023
<p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children's home; and</p> <p>have a positive experience of arriving at or moving on from the home.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that each child's relevant plans are followed. (Regulation 14 (1)(a)(b) (2)(c))</p>	30 May 2023

Recommendation

- The registered person should ensure that staff record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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: 1156098

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: Louise Winward

Registered manager: Post vacant

Inspector

Rob Neild, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2023