

1258091

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is part of a large private organisation. Staff provide care for up to five children aged between six and 12 on admission. The children who live at the home may have experienced childhood trauma.

The manager has been registered with Ofsted since December 2018. She holds a level 5 diploma in leadership and management in residential care.

At the time of the inspection, four children lived at the home.

Inspection dates: 27 and 28 September 2023

Overall experiences and progress of children and young people, taking into account **good**

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

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 20 April 2022

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
20/04/2022	Full	Requires improvement to be good
16/11/2021	Full	Requires improvement to be good
04/08/2021	Full	Inadequate
08/05/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff support children to move from the home positively. For example, for one child, staff helped them to move closer to their family home area as part of a plan for them to eventually live with family. Staff supported the child to take part in meetings about the move and have visits to their new home. Keeping the child at the centre helped the child to move well after living in this home for a long time.

Children have supportive and trusting relationships with staff, who value them. One staff member told the inspector, 'The kids are all fantastic. I love them all so much for their individual spark.' Children are well supported by staff during difficult times in their lives. A creative approach by staff helps children understand how to manage their emotions and equips them to manage challenging situations.

Staff are thoughtful in their one-to-one work with children. Key-work sessions focus on the areas that are important to each child. For example, children have regular discussions on body safety and personal hygiene. As a result, children are confident and have increased self-awareness.

The home environment is warm and welcoming. The home is tastefully decorated and provides a safe space for children. Children choose the decor for their bedrooms and help to decorate the home for celebrations, including Halloween and Pride. Photos of children and staff around the home give a family feel.

Staff support children to attend health appointments. Attention by staff to ensuring recommendations by health professionals are acted on helps to ensure that children maintain good health. For example, children have been given specific support with their oral health and to eat healthily.

Children enjoy a variety of positive experiences and are active members of the local community. One child has recently been awarded the 'Child of the Year' award by the community. Children regularly attend local events and take part in hobbies, including swimming lessons, dancing and free running activities. This allows the children to develop their skills and feel a sense of belonging.

Staff support children to make progress in education. Staff and the manager attend regular meetings with teachers. Children are encouraged by staff to do homework and to engage in additional tuition. However, on some occasions, there has not been a clear handover between the staff and teachers. This has hindered the school's understanding of any issues that may impact the child's school day.

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

Staff encourage kindness between children and have spoken to children about what bullying is and how to be nice to each other. In the home, there is a kindness wall where children and staff leave complimentary messages to each other. This promotes a positive and encouraging environment for all.

Children do not go missing from the home. The children told the inspector that they felt safe and happy living at the home. Children are educated by staff about the risks of going missing from the home. This has increased children's understanding and has reduced the likelihood that they will go missing.

Consequences are only used when necessary. When a consequence is given, the child is spoken to about the reasons for the consequence. This allows the child to reflect on their behaviour. Children have recently been involved in discussions with staff about the approach to consequences. As a result, the use of consequences has been reviewed to include a more restorative approach.

When children need to be held by staff, this is mostly managed well. However, on one occasion, a staff member used a technique outside of the agreed guidance. This led to a child being injured. Relevant professionals were informed, and the situation is being investigated by managers. The child told the inspector that they felt happy with the support received.

Some safeguarding concerns have not been shared with Ofsted in a timely manner. This has reduced the regulator's oversight of how the welfare and safety of children are being promoted.

The effectiveness of leaders and managers: good

The registered manager has been in post for over four years. The manager is well supported by senior managers. This helps to ensure that children's care is consistent and of a good standard.

The staff have received training in communicating with children and working with children who have experienced complex trauma. This bespoke training helps the staff to meet the individual needs of children.

Staff speak positively about the support that they receive from managers. Team meetings are used to discuss the progress that children are making and their ongoing needs. These discussions provide an opportunity for reflection and feedback, creating an open culture between the staff and the manager.

Staff benefit from good-quality professional supervision that is practice led. The manager ensures that the welfare of staff is routinely discussed. This helps to ensure that staff are well and able to work effectively with children. Managers and staff regularly discuss training and development needs during supervision and share views to develop practice.

The monitoring systems used by the manager and senior managers are effective. The quality of care is regularly reviewed and includes monthly checks by the registered manager and audits by the responsible individual. These regular checks have helped the manager to identify and act quickly when shortfalls have arisen.

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 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>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person. (Regulation 12 (1) (2)(a))(v))</p> <p>In particular, the registered person must ensure that staff only carry out trained physical intervention techniques.</p>	26 October 2023

Recommendations

- The registered person has a key role in developing the home's effective working relationships with each child's placing authority and with other relevant persons. ('Guide to the Children's Homes Regulations, including the quality standards', page 52, paragraph 10.03)
- The registered person should have a system in place so that all serious events are notified, within 24 hours, to the appropriate people. The system should cover the action that should be taken if the event arises at the weekend or on a public holiday. Notification must include details of the action taken by the home's staff in response to the event. ('Guide to the Children's Homes Regulations, including the quality standards', page 63, paragraph 14.13)

Information about this inspection

The inspector has 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: Jolanda Brookes

Registered manager: Bethany Sutherland

Inspector

Chanel Bryant, Social Care Inspector

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