

1159258

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is run by a private organisation and is registered to provide care for up to four children who may experience social and emotional difficulties.

The manager registered with Ofsted in June 2021.

Inspection dates: 6 and 7 November 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 **requires improvement to be good**

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

Date of last inspection: 8 March 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/03/2023	Full	Good
05/05/2021	Full	Good
31/07/2019	Full	Good
05/03/2019	Interim	Declined in effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of the inspection, four children were living at the home. One child has recently moved into the home.

Children benefit from a stable team of staff who take time to develop relationships with the children by showing an interest in what matters to them. Children are happy living in the home and can identify an adult who they can rely on to support them and help them resolve issues when they arise.

Children make measured progress from their starting points. Three of the children are unaccompanied asylum-seeking children, who, when moving into the home, had limited knowledge of the English language. Staff have supported children to enrol on English courses. Two of the children are now able to talk with staff without the use of an interpreter. This supports children to feel accepted and helps them to have a sense of belonging.

Equality and diversity are promoted in the home. Staff promote children's individuality and support them to develop and celebrate their identity. Children's cultural and religious beliefs are respected. Staff help children to attend their chosen places of worship and ensure that food, such as halal meat, is available in the home.

Staff know the children well and understand their academic aspirations. They support children to access their education provision and advocate for children when they are presented with barriers that impact on their prospects of achieving their career goals. When one child did not obtain a place at his chosen college, staff worked in partnership with the child's school and social worker to successfully appeal the admission decision.

Children are supported to develop skills around their independence. They are routinely involved in planning and spending their allowances and are provided with advice around effective money management.

Children's health needs are actively promoted. They are registered with a doctor, dentist and optician and are encouraged to attend routine health checks. They have detailed plans showing their assessed needs and how these can be met.

Children are supported and encouraged to engage in activities of their choice. They enjoy socialising with friends, and this is encouraged by staff. However, children are not given the opportunity to have friends over to the home and staff are unclear on leaders' and managers' expectations around this.

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

Risk management plans identify children's associated risks and set out clear strategies for staff to follow. Plans are kept under constant review by leaders, managers and staff to ensure that there is an effective response to children at risk of harm.

Patterns of children's risk-taking behaviours are understood by leaders and managers, who put measures in place to manage these. For example, the manager identified that missing-from-home incidents for one child related to the desire to stay at their friend's home overnight. A plan was implemented to support this to take place in a planned and safe way where staff know the child's whereabouts and who they are with. However, there has not been a consistent approach to missing-from-home incidents, which has resulted in incidents not being routinely reviewed by managers and return home interviews not always being carried out and within the required time frames.

Staff understand their role and responsibilities around safeguarding children. They are familiar with the home's safeguarding policies and are suitably trained in child protection. However, there are door alarms on children's bedrooms without clear justification for their use.

Staff respond quickly to allegations of bullying and help children to understand that bullying behaviour is not accepted in the home. This helps children to learn acceptable societal behaviours and creates a safe home environment.

During the inspection period, there has been one allegation. However, the inspector was unable to review the allegation and investigation process due to leaders and managers being unable to locate the relevant paperwork.

At the previous inspection, a requirement around behaviour management was made. This requirement related to staff's understanding of the process to follow after a physical restraint has occurred. There have not been any incidents of physical restraints during the review period. However, staff spoken to during the inspection demonstrated an understanding of the action they should take following an incident of restraint.

The home has a suitable complaints policy in place. Children have information about the complaints procedure and know how to make a complaint. They feel able to talk to staff if they are worried about anything.

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

The home has experienced some changes to the management structure due to the registered manager being absent from the home for a significant period. An experienced manager has been appointed to oversee the home during the registered manager's absence.

Children benefit from structure and consistency of care due to the home being staffed with a settled team of staff who know the children well.

Team meetings are child focused and used as an opportunity to consider staff practice and feedback about the care afforded to children. The home's statement of purpose states that team meetings will be used as a forum to consider the views that children have shared in children's meetings. However, there is no evidence that these discussions are taking place in team meetings.

Staff have opportunities to develop their skills and knowledge through access to training courses. Leaders and managers regularly monitor staff development to ensure that mandatory training is up to date. However, staff say that they would benefit from training on caring for unaccompanied asylum-seeking children. This was also a recommendation at the previous inspection. The manager acknowledged there is a need for this support and provided evidence of steps taken to devise a training package. However, this is still in the planning stages.

Leaders and managers work positively with partners such as children's social workers, independent reviewing officers and schools. This multi-agency working ensures that there is a holistic approach to meeting the children's needs.

Staff speak positively about the support provided to them by leaders and managers. They describe the manager as 'approachable' and speak favourably of the open-door policy in operation. However, formal supervision is not regularly taking place.

Leaders and managers have systems in place to monitor and review the quality of care provided to children. However, the management changes during the inspection period mean that management oversight has been inconsistent. Consequently, shortfalls such as gaps in supervision and staff failing to complete handover documents are not always identified.

The home's statement of purpose contains the required information. It is kept under regular review and revised to reflect changes to staffing arrangements. However, leaders and managers do not ensure that children are consistently receiving care in accordance with the statement of purpose.

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 children's views, wishes and feelings standard is that children receive care from staff who—</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> <p>ascertain and consider each child's views, wishes and feelings, and balance these against what they judge to be in the child's best interests when making decisions about the child's care and welfare;</p> <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. (Regulation 7 (1)(c) (2)(a)(i)(iii))</p> <p>This specifically relates to leaders and managers ensuring that children's wishes and feelings are considered in team meetings in accordance with the home's statement of purpose.</p>	16 January 2024
<p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>take effective action whenever there is a serious concern about a child's welfare; and</p> <p>are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (2)(a)(vi)(vii))</p>	16 January 2024

<p>This specifically relates to leaders and managers ensuring that allegations are investigated in accordance with statutory guidance and that the process of investigations and outcomes is clearly recorded.</p> <p>Leaders and managers must ensure that when children go missing, return home interviews are consistently offered on their return.</p>	
<p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home’s statement of purpose;</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (2)(a)(h))</p> <p>Specifically, leaders and managers must ensure that staff receive regular supervision.</p> <p>This relates to leaders and managers ensuring that staff receive needs-led training to enable them to meet the needs of children in their care effectively.</p> <p>Leaders and managers must ensure that when children go missing, these incidents are consistently reviewed. Furthermore, leaders and managers must ensure that handover documents are completed daily.</p>	<p>16 January 2024</p>
<p>The registered person may only use devices for the monitoring or surveillance of children if—</p> <p>the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children;</p> <p>the child’s placing authority consents in writing to the monitoring or surveillance. (Regulation 24 (1)(a)(b))</p>	<p>16 January 2024</p>

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 Limited

Registered provider address: Metropolitan House, 3 Darkes Lane, Potters Bar
EN6 1AG

Responsible individual: Leanne Woodings

Registered manager: Natalie Bygrave

Inspector

Chibuzo Otache, Social Care Inspector

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