

1226978

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private company owns and manages this children's home. It provides care for up to two children who may have social and/or emotional difficulties.

The manager registered with Ofsted in September 2021.

Inspection dates: 11 and 12 December 2023

Overall experiences and progress of children and young people, taking into account	good
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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: 25 May 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/05/2022	Full	Good
01/09/2021	Full	Good
14/07/2021	Full	Inadequate
03/09/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The children have regular discussions with staff and can share their views, which supports the registered manager and staff in providing positive opportunities for them. Staff ensure that the children have access to activities in the community and in the home.

The children's records are of good quality and are written to the child for their future reading. The children's views are listened to, and their voices are heard. Memories are captured in the children's daily journal, which includes photos.

Children have access to emotional support, which is provided through access to the mental health practitioner. Their health and development needs are well understood and promoted by the staff team. Staff support children to attend health appointments and encourage them when they are reluctant to go. The registered manager challenges other professional services to ensure that the children have access to the right support and acts as an advocate to ensure that the child's voice is heard.

The children are accessing education and engaged in learning in accordance with their needs. The staff actively encourage school attendance. This has resulted in children who have previously been out of education attending full-time and making academic progress. When barriers to learning are identified, staff work closely with the schools to consider more flexible arrangements to support the children and enable them to access their learning.

Children are helped to maintain positive relationships with people who are important to them. The staff support family time for the children and their families. Families receive updates on what the children have been doing regularly. The home prioritises communication with family members and welcomes them into the home if appropriate. The staff ensure that the children can attend any family time arrangements.

Staff build positive relationships with children using a caring and nurturing approach. Staff are knowledgeable about the home's therapeutic approach; this has supported children to develop trusting and secure relationships with staff. Children are welcomed into the home. They are given a child-friendly guide to help them to settle at a time of change. The children's guide is personalised for each child, so it is specific for them before they move into the home.

The children are not able to raise a complaint anonymously if they want to about any aspect of their care. The children can choose personalised items for their bedrooms. However, the majority of the home's communal areas lack the personalisation of being a domestic family home.

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

Children told the inspectors that they feel safe in the home. One child told the inspectors that he had no worries and it was easy living at the home. This means children are helped and protected within the home by staff who ensure their care.

The registered manager has made multi-agency links and has relationships with professionals relevant to the care of the children. The feedback from professionals about the staff and the home is positive, praising staff for ensuring that children build up positive relationships and maintain lines of communication, while ensuring quality of care for children.

The registered manager and staff adopt a restorative approach with the children. The staff have access to a mental health practitioner who offers clinical support to ensure that this is effective. The children have positive relationships with staff and can talk openly. Staff use the strength in these relationships to address any issues. This supports children to manage their feelings in a more positive way. This approach is effective and as a result there are few incidents of physical restraint and few missing-from-home incidents reported.

The registered manager and the staff welcome children through planned admissions. There are detailed risk assessments to ensure that each child's needs are considered and met. Staff demonstrated a good understanding of the risks the children face and are knowledgeable to support children to stay safe.

The registered manager and staff record in case files when incidents occur. Nevertheless, there are some incidences of paperwork not being signed and manager oversight from a covering manager not being accurate. This does not support the welfare and safety of children on these occasions.

The registered manager and staff have failed to follow the homes fire risk assessment on occasion. This resulted in the emergency lighting being covered in the staff sleep-in area, making it ineffective in an emergency. The registered manager was made aware of this during the inspection and action was taken to address this. However, it was noted that a similar requirement had been made previously. One staff member failed to follow the missing-from-home protocol within timescales, which delayed a multi-agency response for a vulnerable child.

The effectiveness of leaders and managers: good

The staff feel valued and supported and feedback for the registered manager is positive. The staff are provided with regular supervision. The supervision records are detailed and maintain the child and the quality of care as the focus. Staff have the right support to promote the welfare of children effectively. Supervision records lack reflection, and time for a reflective discussion to support further development for staff to improve practice and identified learning opportunities could be missed.

The registered manager is working towards her level 5 diploma in leadership and management for residential childcare. The established staff are qualified, and the therapeutic model adopted by the home is understood by the staff, who provide good care to the children. However, some mandatory training is not up to date. For some staff, there are some shortfalls in the training matrix which the registered manager has identified.

The registered manager has effective monitoring systems in place, providing a good level of oversight. The oversight includes consultation with children, professionals and families. These monitoring systems provide the necessary information to support the manager in progressing practice improvements.

Significant incidents are reported to ensure the children's safety and well-being. The incidents are being reported promptly. This provides a safeguard that the actions being taken by staff are the best to safeguard the children.

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 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>take effective action whenever there is a serious concern about a child's welfare. In particular, the registered person must ensure that staff follow policy in line with children's plans. (Regulation 12 (1) (2)(a)(vi))</p>	22 July 2024
<p>After consultation with the fire and rescue authority, the registered person must—</p> <p>take adequate precautions against the risk of fire, including the provision of suitable fire equipment in the children's home;</p> <p>provide adequate means of escape from the home in the event of fire;</p> <p>In particular, the registered manager should ensure that the emergency lighting in the staff office and sleep area is fully visible. (Regulation 25 (1)(a)(b))</p>	18 July 2024

Recommendations

- The registered person should ensure that the children's home provides a nurturing, supportive and homely environment that meets the needs of the children. This includes the staff maintaining the grounds around the home for children to enjoy. ('Guide to the Children's Homes Regulations, including the quality standards,' page 15, paragraph 3.7)
- The registered person should ensure that children are aware of the complaints procedure and can access the forms and make a complaint without the need to

ask staff, to protect their privacy. ('Guide to the Children's Homes Regulations, including the quality standards', page 22, paragraph 4.13)

- The registered person should ensure that there are systems in place so that all staff, including the manager, receive supervision of their practice from an appropriately qualified and experienced professional, which allows them to reflect on their practice and development. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.2)
- The registered person should have a workforce plan. The plan should detail the processes and agreed timescales for staff to achieve induction, probation and any core training (such as safeguarding, health and safety, and mandatory qualifications). The plan should be updated to include any new training and qualifications completed by staff while working at the home and used to record the ongoing training and continuing professional development needs of staff, including the home's manager. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.8)

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: 1226978

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: Susan Fitzsimmons

Registered manager: Hannah Hill

Inspectors

Kate Jackson, Social Care Inspector

Lisa Finch, Regulatory Inspector Manager

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