

1235818

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately run children's home that provides care for up to four children who may have complex emotional and social difficulties.

Four children were living at the home at the time of the inspection.

The manager registered with Ofsted in December 2023.

Inspection dates: 6 and 7 February 2024

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: 7 March 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/03/2023	Full	Good
01/02/2022	Full	Good
01/07/2019	Full	Good
25/07/2018	Interim	Declined in effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

The children receive care from adults who understand their needs. The staff listen to the children and support them during times of emotional difficulty. One child said, '[Name of staff member] is like my second mum; she listens to me.' The children can reflect on their feelings with adults who offer empathy. This helps the children to manage their own emotions and develop resilience.

The children experience well-planned transitions. Children can visit and meet staff and their peers before moving into or out of the home. The staff consult with the children, listen to their views and act on them. The children receive ongoing support and continue visiting the home long after they have moved on. This gives children a sense of belonging and permanence.

The home is decorated and furnished to a good standard. An outbuilding has been refurbished into a new therapy and craft space. The children are looking forward to the new kitchen, which is due to be fitted in the coming weeks. The children's presence is evident throughout the home. Children have personalised their bedrooms, and communal areas reflect the children's interests and personalities. The children take part in culturally diverse clubs, sports events and activities. The encouragement from the staff has inspired the children to engage in community volunteering, sports clubs and social groups. Children enjoy the activities organised by the staff and are learning from them.

Most of the children attend school and are making progress from their starting points, but one child has not. The manager and staff work collaboratively with teaching staff to promote a positive transition into education. Timetables incorporate staff support during the initial weeks in education to promote a positive experience. This has increased the children's attendance, engagement and attainment.

Children do not feel their complaints are taken seriously. Children stated, 'Children have smashed the house up and they [staff] did nothing,' and 'We have given up really, as nothing gets done'. The manager investigates each complaint thoroughly and responds to the children formally. However, these formal responses lack clarity on what has been done in response to their complaint. This means that children feel that they are not taken seriously or listened to.

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

The children feel safer because of their move to the home. The manager and staff are familiar with the children's plans and how to respond if an incident occurs. The manager incorporates key agencies into safety plans that also support the children. This ensures that the children receive effective responses from everyone who works with them.

The children are supported to develop their independence safely. The children take appropriate risks and reflect with the staff when things do not go as planned. The staff promote positive behaviour with rewards that motivate the individual children. Restorative practice allows children to take responsibility and learn alternative strategies for managing their behaviours. This has increased the children's engagement and reduced incidents of risk-taking.

The manager acts swiftly when safeguarding concerns are raised. Information is shared with appropriate authorities quickly. Internal investigations are thorough and timely. This supports a transparent approach and protects both the children and staff.

The monitoring and surveillance of children are more intrusive than is necessary. The children's bedroom doors are alarmed at all times without any safeguarding reason. There is no evidence of risk posed by any of the children to justify this level of surveillance.

One child is at risk of online exploitation. The child spends most of her time in her bedroom, having now withdrawn from the structure and routine of the home and school. Electronic devices have been found in the child's bedroom or on her person. The manager and staff are working with key professionals to try and re-engage the child, but this has had limited success. Greater action is needed that is proportionate to the potential risk to keep the child safe.

The effectiveness of leaders and managers: good

Leaders and managers have good oversight of the home. The previous requirements and recommendations made at the last inspection have been met. Monthly audit tools are effective in identifying shortfalls in practice, reporting and recording. This ensures that the quality of care provided is monitored and that issues are addressed quickly.

The staff receive training that is reflective of individual children and the ethos of the home. Therapists are employed to offer insight, assessment and support to the children and the staff. New employees receive a thorough induction and training programme. This ensures that the staff are knowledgeable and can respond to the children's needs.

There is sufficient and experienced staff to care for the children. Leaders and managers complete thorough vetting when recruiting new employees. The manager and deputy manager attend weekly interviews to address the small number of vacancies. Employees have received additional support from the employer to aid their relocation to the area. This means that staff vacancies are low, and new employees feel supported to remain in their roles.

Reflective practice improves the children's experience of care. The children are discussed in staff supervisions, team meetings and handovers. Reflective learning

informs the children's assessments and plans. This ensures that the staff remain up to date with the children's day-to-day issues and any changes in practice.

The deputy manager and the staff receive regular and effective supervision. The registered manager, however, has not received the same level of support within her supervision. New employees receive probation reviews and single-subject discussions alongside regular supervision. The staff discuss their role and how to best support the children. This ensures that staff develop and in turn can support the children successfully.

The review of the quality of care was not completed and sent to Ofsted. This had not been received at the time of inspection. This inhibits Ofsted's ability to assess the quality of care the children have received and any response Ofsted may need to take.

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>assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child;</p> <p>have the skills to identify and act upon signs that a child is at risk of harm; and</p> <p>take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1) (2)(a)(i)(iii)(vi))</p> <p>In particular, take proportionate action to reduce the risk of harm when evidence suggests a child is at risk of exploitation.</p>	20 March 2024
<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; and</p> <p>the monitoring or surveillance is no more intrusive than necessary, having regard to the child's need for privacy. (Regulation 24 (1)(a)(d))</p> <p>In particular, bedroom door alarms should not be used to routinely monitor children's movements in the home.</p>	20 March 2024

<p>The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months.</p> <p>The registered person must—</p> <p>supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed. (Regulation 45 (1) (4)(a))</p>	<p>20 March 2024</p>
--	----------------------

Recommendations

- The registered person should ensure that children are able to see the results of their views being listened to and acted on. ('Guide to the Children's Homes Regulations, including the quality standards', page 22, paragraph 4.11)
- The registered person should have 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 the needs of the children assigned to their care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.2)

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: 1235818

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: Mark Ullah

Registered manager: Kellie Collinson

Inspector

Lee Riley, 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 looked after children, 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://www.gov.uk/government/organisations/ofsted>.

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 2024