

1159258

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is operated by a private company. The home provides care and accommodation for up to three young people who may have emotional and/or behavioural difficulties.

The home's manager registered with Ofsted for this home in May 2019 and manages another of the organisation's homes.

Inspection dates: 31 July to 1 August 2019

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: 5 March 2019

Overall judgement at last inspection: declined in effectiveness

Enforcement action since last inspection:

A restriction notice was served on the home on 12 March 2019, the restriction was lifted in May 2019, following a monitoring inspection of the home.

Two compliance notices were served on the home on 12 March 2019 in relation to regulations 12 and 13. The notices have been monitored and the home has met both notices.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/03/2019	Interim	Declined in effectiveness
10/07/2018	Full	Good
30/01/2018	Interim	Sustained effectiveness
04/05/2017	Full	Good

What does the children's home need to do to improve?

Recommendations

- Ensure that all relevant plans are in place for young people. ('Guide to the children's homes regulations including the quality standards', page 14, paragraph 3.1). This relates specifically to obtaining Personal Education Plans (PEPs) and Education, Health and Care Plans (EHCPs) for young people who require them.
- For children's homes to be nurturing and supportive environments that meet the needs of their children, they will, in most cases, be homely, domestic environments. Children's homes must comply with relevant health and safety legislations (alarms, food hygiene, etc.); however, in doing so, homes should seek as far as possible to maintain a domestic rather than 'institutional' impression. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9) This relates specifically to the renovation and restoration of the summer house in the garden.

Inspection judgements

Overall experiences and progress of children and young people: good

There have been two new admissions to the home since the last inspection. Detailed risk impact assessments were completed by the registered manager to ensure that young people living at the home are appropriately matched. Both of the new young people have settled in quickly and their transitions to the home were managed well by staff. One young person reported: 'It's alright. I get on well with staff. There's nothing not to like, really.'

Young people benefit from well-planned, individualised care that addresses and meets their needs effectively, as well as from positive relationships with staff and each other. One young person's social worker said: 'The house is lovely. They have built positive relationships with the young person. They are planning a summer holiday, which she is really excited about. They've provided her with lots of positive activities.'

Young people are registered with a doctor, a dentist and an optician, and they have access to these services when they need them. Staff maintain effective partnerships with all health professionals in order to promote young people's good health and physical and emotional well-being.

Staff encourage contact for young people. This ensures that young people can sustain their close relationships with their friends and families. A social worker reported, 'They've absolutely supported contact and have really prioritised that for her. They have progressed all of her referrals to other agencies and that's been really positive. I am

always kept informed about what's happening and staff are in constant communication. They're supportive of my visits, which is very helpful.'

There are clear expectations for young people to attend school, irrespective of the challenges this presents. Staff work enthusiastically with the providers of young people's education in order to support regular school attendance, educational achievements and individual learning. Young people are all attending school regularly, and benefit from effective, high-quality support from staff. However, some plans are outstanding from the placing authorities, and these are required so that young people's specific educational needs are catered for.

Young people are provided with a broad range of positive activities and enjoy spending good, quality time with staff. A young person reported: 'I have lived here for nearly two months. It's good. Everyone's nice.' 'The staff are good because they're helpful to me.' 'It's welcoming, funny and kind.' 'I wouldn't change anything as I'm happy with the way it is.'

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

Staff have a good understanding of the specific needs and emerging vulnerabilities of young people, and they take appropriate action to address these. Clear risk assessments and effective risk management strategies are now used to promote the safety and well-being of young people.

Young people's risk-taking behaviours, such as drug misuse, self-harm and offending, have reduced considerably in relation to each of their starting points. Young people become increasingly more safe because of the actions that staff take to support and protect them.

Staff are suitably trained in child protection and remain alert to the risk of harm. They have a good understanding of their safeguarding roles and responsibilities. They maintain effective partnerships with the police, social workers and safeguarding agencies in order to promote the safety and well-being of young people.

Significant incidents have reduced since the last inspection. The home has demonstrated that it has learned from historical serious incidents, such as fire setting. Staff supervise young people and, thus, are more able to anticipate any difficult situations that may arise. This enables them to take prompt action to prevent incidents and behaviours from escalating. When a significant incident does occur, all appropriate authorities are notified.

When young people are absent or go missing from the home, staff liaise promptly with the local police to find young people quickly and secure their safe return. The frequency of missing care episodes has reduced in relation to each young person's starting point.

Young people know how to make a complaint and their rights are championed effectively. There are effective systems to support the development of young people's

positive behaviour. Positive behaviour is consistently praised, acknowledged, rewarded and reinforced. Restraint is rarely used, and if used at all, only ever used to protect young people from harm. Staff respond to young people's unsettled behaviours in a caring, sensitive and empathetic way.

The effectiveness of leaders and managers: good

The manager of the home was registered with Ofsted in May 2019. She also manages another of the organisation's homes and maintains effective leadership of this home through careful time management. In addition, to support this management arrangement, the home employs a deputy manager and sufficient numbers of qualified, skilled and experienced staff. Staff are managed professionally. They are well supported, and professionally supervised and led. Staff meet the aims and objectives as set out in the home's statement of purpose.

The young people are provided with suitable facilities in the house. However, there is an unused summer house in the back garden which is not currently in use as it requires some restoration work to make it safe for young people to use.

The needs of young people are prioritised effectively. Staff maintain strong partnerships with the families of young people, social workers, schools and health professionals to ensure that young people benefit from the best possible help and all-round support.

The home has met and addressed all the requirements and recommendations from the last inspection. The manager of the home is now registered with Ofsted, and there is improved management oversight of the operation of the home. The needs of young people are now assessed more carefully to ensure that all of the young people living at the home are suitably matched. Risk assessments provide clear management strategies for staff to manage and address young people's behaviours safely. Young people are engaged in more frequent key-work sessions to support their positive progress and behaviour.

Young people's free time is managed well, and they are involved in more positive activities at the home and in the wider community. This means that they are less likely to become bored and get involved in anti-social behaviour. Staff benefit from good-quality training to enable them to have the skills, knowledge and competence to meet the specific needs of the young people.

The performance of the home is monitored by an independent professional each month. The visitor reviews the quality of young people's care and the home's arrangements for safeguarding young people and promoting their well-being. The manager makes good use of the home's internal and external monitoring activities to understand the strengths and weaknesses of the home. The manager tackles any practice issues identified to secure the home's improvement.

Staff provide young people with a caring, supportive and nurturing environment in which to grow and develop.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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: 4th Floor Waterfront Manbre Wharf, Manbre Road, Hammersmith, London W6 9RH

Responsible individual: Asjad Mahmood

Registered manager: Sarah Boddy

Inspector

Anthony Kyem, social care inspector

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