

1230416

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately run home provides care for up to four children who may have experienced trauma that has left them vulnerable. Education is offered at a linked provision on a different site. The inspectors only inspected the social care provision.

There has been no registered manager since December 2023.

Inspection dates: 23 and 24 January 2024

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: 11 October 2022

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/10/2022	Full	Outstanding
04/01/2022	Full	Good
10/07/2019	Full	Good
19/09/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, three children have moved into the home and three children have moved on from the home. At the time of this inspection, three children were living at the home.

Staff have positive relationships with children. During the inspection, the staff were observed as caring, playful and kind. Staff spend quality time with children. One child said that they always feel listened to and that they can speak with staff if they are upset or worried. Meaningful relationships mean that children feel valued and cared for.

Children take part in a range of activities, including day trips, horse riding and the gym. Two children have had holidays to the seaside and one child has been on holiday to the Isle of Wight. Children experience enriching activities and opportunities to try new things. They are helped to develop their confidence and self-esteem.

The children benefit from sessions with a clinical specialist. This intervention helps children to make sense of their past experiences in a safe space. Children are helped to process their traumatic experiences and develop strategies to cope with difficult feelings and emotions.

All the children have education places and attend an education provision run by the provider. The children missed a lot of their education before moving to the home. Staff understand the barriers to children's learning. Staff give children one-to-one support in school when needed. Children have additional tutoring if they need additional help. One child is working towards their GCSE exams.

Children's school achievements are celebrated monthly. The children get together with children from other homes. The responsible individual, managers and staff attend and social workers are invited. There are different cultural themes and food. Some of the children give presentations on important topics and children are awarded certificates for their achievements.

The home is spacious, well decorated and homely. There are various communal rooms to relax in. There are photos of the children displayed around the home. The children's bedrooms are well personalised. The children benefit from living in a well-kept environment.

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

The inspector was aware during this inspection that a serious incident that occurred at the setting since the last inspection is under investigation by the appropriate authorities. While Ofsted does not have the power to investigate incidents of this

kind, actions taken by the home in response to the incident were considered alongside other evidence available at the time of the inspection to inform the inspector's judgements.

Children are safeguarded and feel safe at the home. The manager has ensured that the staff have the appropriate training and that they understand the safeguarding procedures. One child said, 'Staff do well at keeping me safe.' Staff are confident and equipped to manage safeguarding incidents.

There have been some missing-from-care incidents since the last inspection. Staff manage these well. Staff are proactive and look for children when they are missing from care. The manager has invited a local police officer to the home. She visits regularly and has built positive relationships with the children. Children are helped to feel comfortable and confident to engage with authority figures.

The children's behaviour plans focus on positive reinforcement. The plans include children's input on how they want to be supported. Children are developing good strategies to manage their feelings and emotions safely.

There have been some allegations. The manager dealt with these promptly and effectively. She informed all relevant professionals to ensure that there was external professional oversight of any investigations.

The effectiveness of leaders and managers: good

There has been no registered manager in post since December 2023. However, there are strong interim management arrangements. A registered manager from within the organisation is overseeing the home for a month. She knows the home well. The experienced and knowledgeable deputy manager is now overseeing the home. The organisation is striving to recruit a suitably qualified and experienced manager. The action that leaders has taken to provide daily oversight of the home has meant that the absence of a registered manager has not had a negative impact on the children's progress. Despite this, the organisation is required to have a permanent registered manager to lead and manage the home.

The staff have good-quality training. The home's clinician provides regular training to the staff. The staff said that they have thorough inductions and a wide range of face-to-face and online training. The staff either hold a level 3 or 4 diploma or are working towards the qualification within the agreed time frame.

Staff said that they feel supported by the manager and have regular and effective supervision. One staff member said that she had recently completed her initial induction and found it thorough and informative. This support develops staff practice and helps them to meet the children's needs.

A social worker said that she is very happy with the care provided for their child. She said that the staff understand the child's needs. The social worker said that the communication is good and that the manager works well with her.

The manager uses a range of monitoring tools to review the effectiveness of the home. This includes the responsible individual regularly visiting the home and speaking with the manager, staff and children. Managers use information from reviews to develop and implement an action plan and to continually make improvements to the quality of care for children.

The manager has investigated some staff practice concerns. When staff have not delivered the standard of care expected, she has taken effective and appropriate action.

The independent person's reports are of good quality and make appropriate recommendations. These help the manager to make improvements to the quality of care that children receive. However, feedback from parents is limited.

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
The registered provider must appoint a person to manage the children's home if— there is no registered manager in respect of the home; and the registered provider— is an organisation or a partnership. (Regulation 27 (1)(a)(b)(i)) In particular, the registered provider must appoint a suitable manager and ensure that they register with Ofsted without delay.	25 March 2024

Recommendation

- The registered person should ensure that the independent person obtains regular feedback from parents and support them to do so if needed. ('Guide to the Children's Homes Regulations, including the quality standards', page 65, paragraph 15.5)

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: 1230416

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: Dennise Springett

Registered manager: Post vacant

Inspector

Amy Miles, Social Care Inspector

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