

1231525

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private provider. It provides care for up to one child with social and emotional difficulties.

The suitably qualified manager was registered in April 2017.

There was one child living in the home at the time of inspection.

Inspection dates: 22 and 23 March 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: 12 October 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/10/2021	Full	Good
16/12/2019	Full	Good
06/03/2019	Full	Good
18/07/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children make good progress as a result of living in this home. They receive tailored and individualised care that helps them to overcome their past trauma and experiences. Staff work sensitively with children to help them to identify goals to achieve, such as having access to a mobile phone and to social media. This approach helps children to grow in confidence and self-esteem.

Children attend the organisation's own school and generally enjoy their learning. They benefit from smaller classes and one-to-one teaching when required. Education focuses on the core subjects of English and mathematics. Staff help the children to further develop their skills through activities. This encourages the children to expand their interests.

There is a clinical team that works hand in hand with the staff at the home and school. A consistent approach ensures that children receive good emotional support. This is key to children's recovery and helps them to deal with their past trauma and experiences. Changing the negative views that the children have about themselves also helps them to move forward with their lives.

Transitions to and from the home are usually planned. However, there have been instances where these moves have happened suddenly. Unplanned endings give little time for children to prepare and this is detrimental to their emotional well-being. The manager has reviewed what happened during those times and taken this learning to inform future practice.

The home environment is welcoming. Children can choose the colours for the walls, soft furnishings and lights. These little things help make the home personal to them.

Children who live at the home are not usually from the local area. Where possible, they see their families. Efforts made to get to know families help develop important relationships between staff and parents.

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

The manager and staff know the risks for the children well. Risk assessments ensure that the staff know what actions to take to protect children. There has been one instance where a staff member did not follow the risk assessment. This enabled a child to go missing from the home. The manager has ensured that lessons were learned so the same mistakes will not happen again. Where the manager has concerns about decisions for children made by external agencies, she challenges these.

Occasions when children go missing from the home are rare. There is a robust protocol in place. Staff understand their safeguarding responsibilities and what to do

if a child is missing. Return home interviews give children the opportunity to share their views and concerns. Conversations are open and supportive, so children are not blamed for their actions or behaviour.

There is good support for children who self-harm. The clinical team gives guidance on actions staff should take. This ensures that children who display these behaviours have the right support. Children have personalised plans in place that help to reduce opportunities for harmful behaviours. This helps to keep children as safe as possible and develops children's sense of security.

There is a process in place to manage safeguarding incidents and complaints. The manager contacts the local authority designated officer (LADO) when complaints involve staff. The manager shares advice given by the LADO with other external agencies, for example the need, on one occasion, for an internal investigation into agency staff behaviour. This allows external partners to take safeguarding action and helps to keep children safe.

Staff have not used any physical restraints or negative consequences to manage behaviour. Instead, positive rewards help promote good behaviour. This is in line with the model of care in the home, which is therapeutic and restorative. This approach helps to build children's self-worth.

The effectiveness of leaders and managers: good

The home has reopened recently after closing for seven months. Before closing, inconsistency in staffing was an issue. Currently, the manager is still dependent on other homes in the company or agency staff to fill gaps in the rota. Frequent changes in staffing do not allow children to build important relationships with the people who care for them. This also affects continuity of care and can be unsettling for children.

The staff team is new. There is a mixture of experienced and less-experienced staff. Newer staff are developing their skills. The team's philosophy is also still developing and will take time to embed. Despite this, there is good support between colleagues. Staff say they feel well supported by the management team. There is a good induction process and ongoing training. Supervision sessions for staff take place regularly. These provide staff with opportunities to reflect on their practice and ensure that this meets children's needs.

There are individual behavioural support plans for children. However, other essential documents are missing. This includes statutory care and placement plans, and education and healthcare plans. Staff need the most up-to-date information for children to ensure that children receive the right care and support.

Multi-agency professionals speak highly of the manager and the care provided by staff. There are good working relationships between staff, school, the clinical team and social workers. Working together is effective in supporting children with a wide

range of issues. This contributes to better support for children and positive outcomes long term.

Children are encouraged to express their views in monthly children's meetings or during daily conversations. In the past, children have chosen to write their thoughts on notes to staff. This helps children express their views, even when they do not want to talk. These approaches help children to feel valued and heard.

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, 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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child; and ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b) (2)(c)(e))	20 April 2023
The registered person must maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c))	20 April 2023

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: 1231525

Provision sub-type: Children's home

Registered provider: Cambian Childcare Limited

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

Responsible individual: Mark Ullah

Registered manager: Aimee Weaver

Inspector

Miriam Dolman, Social Care Inspector

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