

1251364

Registered provider: Area Camden Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately operated children's home which is registered to care for up to six children, irrespective of gender, who have emotional and/or behavioural difficulties.

Inspection dates: 24 to 25 February 2020

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: 18 December 2018

Inspection report children's home: 1251364

Overall judgement at last inspection: Good

Enforcement action since last inspection: None

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/12/2018	Full	Good
10/10/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Most children and young people achieve good outcomes; they make good use of their placement, enjoy working with staff and have positive experiences.

Education outcomes vary. Some children and young people attend college very regularly and are making excellent progress. Others, however, do not make good use of educational resources and so their learning outcomes are poor.

Children and young people's healthcare needs are well met, and they lead healthy lifestyles. They have access to primary healthcare and specialist services. Staff provide good support and advice in relation to key healthcare issues, such as diabetes, sexual health and personal hygiene. Children and young people are also supported to maintain good emotional health.

Children and young people build positive relationships with staff. When these relationships are formed, they enable the development of very strong attachments. In such cases, children and young people heed the advice and support of staff and they make good progress.

Children and young people benefit from the good communication between staff and other professionals. Staff keep social workers updated with pertinent information about children and young people. Managers are prompt in convening professionals' meetings to explore placement issues and difficulties.

Children and young people are encouraged to be as independent as possible. Some make progress by improving their personal care skills, managing their money and applying for jobs or college. This helps them to prepare for adulthood.

Children and young people have good opportunities to share their views and opinions. For example, they make menu choices and choose their preferred leisure activities. Key-work sessions and residents' meetings are held regularly. Children and young people know how to make complaints. All complaints received have been resolved appropriately.

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

Children and young people are protected from harm, abuse and neglect. The home has comprehensive safeguarding and child protection policies that are applied effectively by staff. Staff inductions and training have a strong focus on child

Inspection report children's home: 1251364

protection issues. Staff are now very familiar with safeguarding protocols; this was not the case at the last inspection.

Staff speak regularly with children and young people about the risks posed when they are away from the home, especially overnight. Managers are prompt in devising risk assessments that offer guidance to staff about managing children and young people who are absent without permission. There is good liaison between staff, police and social workers. However, the number of missing incidents remains high; this places children and young people at considerable risk.

Since the last inspection, there have been no instances of children or young people making allegations against staff.

Children and young people receive help and support to manage their behaviour and feelings. Staff praise and reward positive behaviour. There have been no recorded incidents where staff have restrained children or young people.

Communication between staff and safeguarding professionals is good. Designated officers, the police and local authority social workers are appropriately informed of safeguarding incidents.

Staff work hard with children and young people to help them understand the risks that they may face. Key-work sessions, safety plans and residents' meetings have a regular focus on things that children and young people can do to help to keep themselves safe. Staff ensure that they have access to resource packs that include useful contacts and information about a range of relevant safeguarding issues.

The premises are safe and secure. Children and young people are very comfortable in their surroundings. The building is well-furnished, decorated and maintained to a very high standard.

The effectiveness of leaders and managers: good

Since the home's last inspection, the manager has been registered with Ofsted. The registered manager is appropriately qualified and experienced to manage the home. For most children, the environment provided by the home is successful in supporting them to be safe and make progress.

The placement of a small number of children were ended in an unplanned way when leaders recognised that despite their efforts they could not continue to meet the needs of these children. Leaders acknowledge that records used to document matching and placing of children are not always sufficiently detailed and do not clearly document the rational for decisions to accept children in the home.

The quality of record-keeping has much improved since the last inspection. The exception to this is the recording of critical incidents. Records of one very serious incident is signed only by senior staff who were not present at the time of the incident. Records lacked clarity about the precise action taken by staff during the incident. Leaders and managers are to ensure that records of such incidents are clear and accurate. These should include written records by staff who witness or are involved in such incidents.

The use of closed-circuit television (CCTV) in communal rooms and areas is not conducive to the open, nurturing environment described in the home's statement of purpose. The behaviour of children and young people when in the home is generally good. The use of CCTV is not in line with recent Ofsted guidance about surveillance.

The home's statement of purpose states that the home has signs erected to alert visitors to the use of CCTV. However, during the inspection no signs were visible at the entry to the home. Staff put an appropriate notice in place when this was brought to their attention.

The supervision, appraisals and formal training for the staff team are very good. Staff meetings are frequently held. This provides staff with a consistent level of support and guidance. This is important to help enhance staff knowledge about and skills in working effectively with vulnerable children and young people.

Staffing levels are appropriate. Staff are recruited in line with safer recruitment guidelines. Staff are passionate about the work that they do. They invest their personal time and are committed to supporting children and young people to have positive experiences.

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
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The quality and purpose of care standard is that children receive care from staff who— understand the children’s home’s overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children’s needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— understand and apply the home’s statement of purpose; ensure that staff— understand and apply the home’s statement of purpose; protect and promote each child’s welfare; treat each child with dignity and respect; provide personalised care that meets each child’s needs, as recorded in the child’s relevant plans, taking account of the child’s background; help each child to understand and manage the impact of any experience of abuse or neglect; help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult; provide to children living in the home the physical necessities they need in order to live there comfortably; provide to children personal items that are appropriate for their age and understanding; and	01/06/2020
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make decisions about the day-to-day arrangements for each child, in accordance with the child's relevant plans, which give the child an appropriate degree of freedom and choice. (Regulation 6 (1)(a)(b)(2)(a)(b)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(ix)) In particular, that the registered person devises a process that outlines decision-making around moving children between homes run by the organisation.	
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— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(h)) In particular, the registered person must ensure that staff's recording of information is clear and accurate. This relates to incident reports.	01/06/2020
The registered person may only use devices for the monitoring or surveillance of children if— the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children; the child's placing authority consents in writing to the monitoring or surveillance; so far as reasonably practicable in the light of the child's age and understanding, the child is informed in advance of the intention to do the monitoring or surveillance; and the monitoring or surveillance is no more intrusive than necessary, having regard to the child's need for privacy. (Regulation 24(1)(a)(b)(c)(d))	01/06/2020

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: 1251364

Provision sub-type: Children's home

Registered provider: Area Camden Ltd

Registered provider address: 1 Turnpike Lane, London, Middlesex N8 0EP

Responsible individual: Nuala Harrington

Registered manager: Lina Griniute

Inspector

Sandra Jacobs-Walls, Social Care Inspector

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