

1272461

Registered provider: Area Camden Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a limited company. It provides care for up to four children who experience social and emotional difficulties.

The home and the manager registered with Ofsted in February 2018. The manager is suitably qualified.

At the time of this inspection, four children were living at the home.

Inspection dates: 15 and 16 February 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: 2 March 2022

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/03/2022	Full	Outstanding
28/01/2020	Full	Good
06/03/2019	Interim	Sustained effectiveness
05/11/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

This home provides good-quality care for children. Since the last inspection, two children have moved into the home and one child has moved out. This was a planned move to supported accommodation.

The home is decorated to a high standard and provides a clean and spacious environment for children to live comfortably. Children's bedrooms are individualised and presented well, which gives children a sense of ownership in the home.

Children participate in enjoyable and exciting activities with staff. Memory books capture children enjoying themselves. Children are encouraged to bring their friends over for meals and sleepovers, which normalises their daily lived experiences. The home promotes diversity, and each child is encouraged to express their individuality and uniqueness without judgement.

Children's meetings include topical discussions, such as substance misuse and different types of bullying. These meetings are recorded in pictorial images, which ensures that the children can read and understand them.

Children are healthy and staff promote healthy eating at mealtimes. When necessary, children are referred to specialist services, such as child and adolescent mental health services, for additional assessment and support. Staff ensure that children receive support from counselling services to help them understand and talk about difficult feelings.

All children attend education in either mainstream school or specialist provision. Children's education plans are up to date. Staff attend meetings with education providers, and teachers report good communication between staff and school.

The inspector spoke with three children during the inspection. Two children said that staff changes have negatively impacted on them. One child said, 'New staff come, and it takes time to get to know them. We get to know them and then they leave.' One child told the inspector that staff did not support her at a sixth-form open evening, which left her feeling unsupported by her carers.

Complaints made by children are listened and responded to. However, at times, children feel 'let down' by the outcome of their complaint despite this being a fair and thorough process.

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

Children do not present with risks relating to criminal and/or sexual exploitation. There have been no incidents that have required physical intervention. Assessments

of risks and strategies to help manage unwanted behaviour are written in clear and detailed documents. These documents are updated regularly.

Pictorial images are used to support a child to express their emotions. As a result, the child can communicate and express their feelings to staff effectively.

Although consequences used by staff are proportionate, on one occasion a child did not feel that consequences were distributed fairly. Subsequently, a serious incident occurred in the home.

Group living assessments are carried out by the manager before children come to live in the home. Staff attempt to address and promote positive relationships between children. However, further work is required to ensure that all children, according to their age and emotional understanding, fully understand the consequences and impact of name-calling and bullying.

At times, children spend time together in each other's bedrooms. There is no clear guidance to help staff support children to safely spend time together in the home.

The effectiveness of leaders and managers: good

The registered manager is organised and experienced. She has high aspirations for the children and her staff team. When possible, the manager encourages pictorial images in documents to ensure a child-friendly format. Professionals report good leadership and communication from the home.

The manager has carried out a detailed review of the home, which helps her to evaluate the progress and development of the home and set goals for the coming months.

Staff recruitment is carried out with all the necessary identity and qualifications checks in place.

Staff supervision records are detailed. When necessary, the manager addresses any issues with the individual staff member during supervision, for example medication errors and complaints.

Leaders and managers openly acknowledge that recent staff changes have impacted on the dynamics in the home. For some children, these changes have created a barrier to them forming secure attachments with their carers.

Despite staff receiving a comprehensive training programme, they do not always put their learning into practice. The manager has not always swiftly shared lessons learned from incidents with the wider staff team to ensure a consistent approach to staff's practice.

On occasions, the language used in records and during conversations with staff is child-blaming.

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 positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to develop socially aware behaviour; encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding; help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; that each child is encouraged to build and maintain positive relationships with others. (Regulation 11 (1)(a)(b)(c) (2)(a)(ii)(iii)(iv)(v)(b)) This relates to addressing bullying between children and carrying out targeted work with children on positive relationships.	31 March 2023

Recommendations

- The registered person should ensure that the necessary support is given to children to enable them to access their education and training, including staff attending school and college open evenings with children. ('Guide to the Children's Homes Regulations, including the quality standards', page 28, paragraph 5.13)
- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. In particular, they should not use language that is child-blaming. ('Guide to the Children's Homes Regulations, including the quality standards', page 22, paragraph 4.3)
- The registered person should ensure that staff understand how to put their knowledge from training into practice. This includes sharing lessons learned from specific incidents and using their learned skills to communicate to children with specific needs. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)
- The registered person should ensure that there is effective care planning and strong working relationships between the staff and family as these are essential to the success of placements. ('Guide to the Children's Home Regulations, including the standards', page 56, paragraph 11.2)

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: 1272461

Provision sub-type: Children's home

Registered provider: Area Camden Limited

Registered provider address: Malvern View, Hanbury Road, Stoke Prior,
Bromsgrove B60 4AD

Responsible individual: Joanne Capuano

Registered manager: Tasmin Lewis

Inspector

Kamal Bhamra, Social Care Inspector

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