

2496625

Cambian Childcare Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and operated by a private company. It is registered to provide care and accommodation for two children who have emotional and/or behavioural difficulties.

The home was last inspected on 13 September 2019. There have been changes in management within the home since the last inspection. The current manager is not registered with Ofsted.

Ofsted is aware of the challenges that COVID-19 (coronavirus) is currently posing to those we inspect and regulate. During the visit, the inspector took into consideration the measures taken to manage risks of COVID-19 in the home, in particular the impact that this is having on staffing.

Inspection date: 9 February 2021

This monitoring visit

This monitoring visit was completed in response to safeguarding notifications sent to Ofsted that highlighted concerns that may have indicated a breach of regulations.

Children say that they feel safe in the home. They have positive relationships with staff and can talk to staff about matters that are important to them. Staff listen to children's views and work together with other professionals and family members. This creates a network of support around the child and helps them to feel valued and cared for.

Staffing pressures and changes in management were an issue at the last inspection. These changes have continued and have undermined the consistency of care provided to children and placed added pressure on staff, resulting in more staff leaving. However, during this unsettled period, the care of children has been monitored and staff have continued to receive regular supervision. A new manager

has recently been appointed. One staff member said that the manager is supportive and has recognised where change is needed. One child said that they feel able to talk to the new manager and that she 'gets things done quickly'.

Children receive support to enjoy regular time with their families. Staff keep in touch with children during their visits to family to ensure that they are safe. When children worry that they are not able to see their relatives, staff provide reassurance and advocate for children. A parent said that their child has 'done amazing' and that staff challenge the barriers on behalf of the child. This means that children feel a sense of belonging and keep in contact with people who are important to them.

Children are making some progress in education. Staff provide children with support and incentives to encourage them to complete all of their schoolwork. When children encounter difficulties, staff liaise with other professionals to find solutions. A representative from education said that staff are 'brilliant with [the child]'. However, when children lose interest in their learning, staff do not explore the wider issues which could be having an impact in an effective manner. Therefore, children experience gaps in their learning, which undermines their progress.

There has been a reduction in incidents at the home requiring police involvement. However, staff do not provide children with the help they need to get along with each other. This means that disagreements between children are not consistently resolved, leading to tension and conflict. This causes disruption and impacts on children developing tolerance for others.

Staff have received additional training to help them respond to children's emotional needs. This includes training on physical intervention and responding to the dangers of ligatures. When new staff join the home, refresher training is provided. A staff member said that training is 'really useful' and the flexibility of virtual training enables all staff to take part. This helps ensure that staff have the right skills to meet children's individual needs.

Children are allocated a member of staff as a key worker, who offers children one-to-one sessions so they can talk about issues and incidents that have taken place. However, key-work sessions are ad hoc. They do not link to the child's relevant plans. They do not show how progress is measured or what action staff will take to improve the situation. This means that there are limited opportunities for the children to reflect and work through their difficulties. This impacts on the progress that children make.

Some children's records are not up to date. Inaccurate records lead to confusion and uncertainty for children. This also affects the manager's ability to provide assurances on the quality of care that children receive.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/09/2019	Interim	Declined in effectiveness
16/04/2019	Full	Good

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 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— provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background. (Regulation 6 (1)(a)(b) (2)(a)(b)(iv)) In particular, ensure that key-work sessions take place regularly. Key-work sessions should target children's individual needs and link to their relevant plans.	10 March 2021
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust;	10 May 2021

In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; help each child to understand, in a way that is appropriate according to the child's age and understanding, personal, sexual and social relationships, and how those relationships can be supportive or harmful. (Regulation 11 (1)(a)(iv)(vi)) In particular, help children who live together develop positive relationships with each other.	
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. (Regulation 36 (1)(a)(b))	10 March 2021

Recommendation

- The registered person should ensure that staff identify and understand the barriers that affect children's participation in education and develop plans to address them. ('Guide to the children's home regulations including the quality standards', page 26, paragraph 5.3)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 2496625

Provision sub-type: Children's home

Registered provider: Cambian Childcare Ltd

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

Responsible individual: Ian Raine

Registered manager: Post vacant

Inspector

Catherine Heron, Social Care Inspector

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