

2496864

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private provider. It provides care for up to two children with social and emotional difficulties.

The manager registered with Ofsted in September 2018.

The inspectors spoke to both children currently living at the home.

Inspection dates: 26 and 27 September 2022

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 **outstanding**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 8 February 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/02/2022	Full	Good
10/12/2019	Full	Good
09/10/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children feel listened to and feel a sense of belonging. One child spoke about their experience of being in care, and how they have developed secure relationships with the staff, which has made them feel safe. One child said, 'The staff are all really caring. There is always someone there if I need them. I really like them all.'

Staff know the children well. They are proactive and spend time with a new child before the child moves in. Staff love working in the home and there is a great sense of togetherness. This provides consistency for the children and helps them to develop trusting relationships with the staff.

The staff support the children who move out of the home well. The staff understand the significance of these moves and they celebrate them so that the children have a positive and memorable experience. Children receive memory books when they leave, which contain photos, achievements and sentiments from the staff. Children are provided with contact details and encouraged to stay in touch. One child moving on said, 'I honestly don't think I would be here to this day, without the support from [the home] through this all.'

The manager and the staff speak about the children's progress with pride. Children's achievements are celebrated, and their successes are evident in the home. There is an abundance of photos and memorabilia displayed in the home, which the children are proud of.

The children are supported to attend health appointments and they have access to the healthcare services they need. Regular conversations with staff about the importance of having a balanced diet, exercise, healthy relationships and emotional well-being help the children to develop a healthy lifestyle.

Staff work with education specialists and children's social workers to address any barriers to learning that the children face. Children engage in education and they make good progress, taking into account their individual starting points. With the encouragement of staff, children can recognise the importance of education and how this supports their future goals. In addition, the manager advocates on behalf of children with a sense of urgency. She works closely with education professionals and placing authorities to ensure that the children are offered the most appropriate education placements. This helps to secure school placements and alternative provision quickly, which increases the children's life chances.

The staff support the children to maintain their identity, and to enjoy their time with their families when it is safe for them to do so. Regardless of geographical distance or location, the staff plan and arrange this. This ensures that the children maintain their relationships and have a positive experience of seeing their families. The staff are skilled at talking with the children about their relationships and their individual

anxieties. As a result, the children understand why they are unable to live with their families.

Children's voices are heard. Children are encouraged to share their views to improve the quality of care delivered. The children are supported to engage in their care-planning reviews and in weekly meetings with staff, where they explore what activities they want to do and plan their food menus. One child said, 'Staff spend time with me, and we look at what food I like and dislike. I've tried new foods since living here that I never thought I'd like.' Living at this home means that the children enjoy positive experiences, and this helps them to develop their confidence and self-esteem.

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

The children said that they feel safe living at the home. The children benefit from the help that the staff provide through reflective conversations and key-work sessions. This enables them to talk about their feelings and behaviours so they can identify their triggers and make sense of their feelings, and better manage their behaviour. This also helps the staff to better understand the children's vulnerabilities and develop strategies with the children to help to keep them safe.

Safeguarding concerns are managed well. The staff are trained and clear about their safeguarding roles and responsibilities. The manager works effectively with safeguarding agencies. She keeps clear and detailed records of the actions that have been taken to address any safeguarding concerns. This ensures that children are better protected.

Staff consult with the children about their care plans and behaviour support plans. Goals and strategies needed to keep the children safe are discussed and agreed between the children and the staff. This inclusive approach from the staff ensures that the children are fully involved in the personalisation of their care.

The staff talk to the children about their individual needs. The staff provide the children with learning opportunities in relation to offending behaviour, the risks associated with child exploitation and how to keep safe online. Staff are realistic and strive to achieve a good balance between keeping children safe and the need for children to take age-appropriate risks.

Children are settled and they can generally manage their responses to their emotions well. When children have struggled to do this, the staff have intervened and supported the children appropriately. This proactive response has prevented the need for staff to physically hold the children.

One child has been reported missing from the home since the last inspection. The staff followed the child's individual protocol, which was reviewed and updated following the incident. The child was provided with an opportunity to speak with an independent person following the incident so that they could explore the reason why

they left the home and their experience while they were away. This helped the child to understand the risks associated with this particular behaviour.

Children feel confident to raise any worries or complaints with the manager and the staff. When children do complain, this is taken seriously. The manager investigates the complaints and addresses any identified actions thoroughly. She then shares the outcome of the complaint with the children.

Staff carry out a wide range of key-work sessions with the children to help them to understand how to keep themselves safe. For example, the staff provide mediation for the children when conflicts arise, and they help the children to understand socially acceptable behaviours. This promotes positive behaviour and helps the children to understand the effect their words and behaviour may have on others.

The effectiveness of leaders and managers: outstanding

The manager is an exceptionally strong leader and positive role model for the staff and the children. Her dedication and drive have been instrumental in making the house a home. She is highly ambitious for the children and staff. She is passionate about the children and she demonstrates a strong commitment to them. Because of this, children make some really good progress, despite only being in the home for a short time.

The manager is supported by an equally passionate and committed staff team. Strong teamwork contributes to providing the children with the best possible care. Staff retention is good, and a small number of regular bank staff are used to support the children when needed. Children know the staff who are caring for them extremely well, and they are aware of who is going to be in their home. These stable staffing arrangements ensure that the children receive continuity in their care. This helps them to feel safe and secure.

Well-planned and purposeful introductions for new staff ensure that they are equipped to meet the children's needs well. Staff have access to regular, reflective supervision with the manager or senior staff members. They also have access to yearly appraisals to support them to identify any learning needs or development opportunities. The manager and senior staff have developed a mentoring programme, which supports the staff's development with a structured pathway. Having this in place prepares and motivates staff, keeps them engaged and helps them to remain enthusiastic about the work they do.

Staff are either suitably qualified or currently undertaking the required residential childcare qualification. Staff have access to a good range of training opportunities and are up to date with the provider's mandatory training. This ensures that they maintain their core skills to a high level. Needs-led training is quickly sourced. This has been effective in helping the staff to understand the complexities of equality, diversity and attachment. The comprehensive training programme in place ensures that the staff have the necessary skills to meet the complex needs of the children that they look after.

The children receive additional care, support and services when these are required, as the manager and the staff have excellent working relationships with partner agencies and professionals. Feedback received from professionals is extremely positive.

Regular team meetings allow staff the opportunity to discuss any issues in the home and ensure that everyone is kept up to date with the children's progress and any changes in the children's plans. Additionally, focused topics are incorporated into the team meetings, and this creates a mutual learning environment for the staff. As a result, the staff are better equipped with up-to-date knowledge and information on how best to support the children in their care.

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: 2496864

Provision sub-type: Children's home

Registered provider: Cambian Childcare Limited

Registered provider address: 5th Floor, Metropolitan House, 3 Darkes Lane, 3 Darkes Lane, Potters Bar EN6 1AG

Responsible individual: Ian Raine

Registered manager: Melanie Todd

Inspectors

Cherie Chen, Social Care Inspector

Claire Webster, Social Care Inspector

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