

# 2511289

Registered provider: Cambian Childcare Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This children's home is operated by a private national company. It is registered to care for two children who may have learning and/or physical disabilities. At the time of inspection two children were living in the home.

The manager registered with Ofsted in August 2024. She was present throughout the inspection.

### Inspection dates: 6 and 7 January 2025

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people, taking into account</b> | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| 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:** 7 November 2023

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement   |
|-----------------|-----------------|------------------------|
| 07/11/2023      | Full            | Good                   |
| 18/08/2022      | Full            | Good                   |
| 30/06/2021      | Full            | Good                   |
| 18/12/2019      | Interim         | Improved effectiveness |

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Children who live in the home experience good-quality, well-planned and individualised care. Children are supported to participate in activities and follow their interests. However, recordings that detail children's day-to-day lives lack detail. Carers plan for children's current and future needs, which has supported children to make progress and develop independence skills. Areas of progress include the planning of independent outings and use of public transport, planning for and preparing meals, completing self-care tasks, developing their sense of self and understanding and navigating relationships.

Carers understand the importance and complexities of children's relationships with their families. Two family members said that carers have taken the time to get to know them, supporting them to visit the home and feel comfortable there. This has benefited their relationships with the children and allowed them to be confident that the children are receiving the care that they need.

Children's views, wishes and feelings are sought recorded and considered by carers. This has contributed to the formation of safe and trusting relationships and led to children feeling that they are listened to, valued and loved. Children are given a voice and the opportunity to make decisions and have a say about their lives. Carers have some lovely, caring and reflective conversations with children. When appropriate, children are supported to read and understand the information that carers record about them and add their own views. At times, interpretations of children's views and experiences are written as if they were the child's words.

Carers learn about children's communication needs. This is particularly relevant to one child who is nonverbal and does not use communication aids. Careful planning and consideration are given in relation to whether they give consent. A professional said that carers spent significant amounts of time getting to know the child and their communication before the child moved into the home. Carers have continued to work closely with other professionals and those who know the child well to develop their understanding of the child's communication. Records of the child's experiences and views are made in video calls in line with their communication needs.

Carers advocate for children's best interests. They attend and request multi-agency meetings. This allows them to share and gain vital information about children. Three professionals said that children are central to carers thinking. One professional said that carers advocate for a child and are not afraid to respectfully challenge the views of others.

Carers support children to attend school and to achieve. They effectively communicate with school staff to ensure that essential information about children's experiences, behaviours, relationships and progress is shared. This allows children to experience

consistency of care between home and school. One teacher directly attributed a child's progress in educational achievement and in managing behaviours to the care provided in the home. Carers support children to think about the next steps for their education, providing invaluable space for reflection and to consider their options.

Carers meet children's health needs. Medication is safely stored, and carers know what medication is for and why it is administered to children. One child has complex health needs. Planning to meet these needs is comprehensive and clear. Carers have completed training to allow them to provide the specialised care that the child needs. Protocols for health and personal care are devised with input from medical professionals. Actions that carers may need to take in medical emergencies are clearly documented.

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

Both children were seen and interacted with during the inspection. One child said that they feel safe and like living in the home. They said that they can talk to their carers about anything that may be on their mind or worrying them. They talked about the support they have received from carers to keep safe online, form more positive relationships and keep themselves safe in the community.

Carers show children warmth and share appropriate and reciprocated affection and laughter. Children look to carers for reassurance and comfort and are provided with this without delay. Carers anticipate the needs of children and communicate with them to meet their emotional needs.

Carers have a good knowledge and understanding of risk. They use their own knowledge of the children and the knowledge of others to assess risk. The use of chronologies provides a clear and concise overview of children's narratives and experiences. They talk to children about their worries and concerns and use fun and imaginative ways of working to educate children and reduce risks effectively. Strategies and essential information about children and risk are clearly documented and easy for carers to follow.

Concerns and allegations made by children are taken seriously. When necessary, managers share information with other professionals. Children are provided with support throughout the course of investigations. This includes emotional support, attending appointments and being provided with updates. Outcomes are sensitively shared with children.

Carers help children to become aware of their behaviours and how these may impact on themselves and others. This has led to children developing a deeper understanding of the world around them, increasing their emotional intelligence and sustaining more positive relationships.

There has been a significant decrease in the number of incidents in the home. When they do occur, carers react quickly and in line with planning. Children do not go missing from home. However, planning for the event in case this happens is robust. Carers have appropriately guided a child away from an interaction to prevent another child becoming upset.

### **The effectiveness of leaders and managers: good**

The home is led by an enthusiastic, committed, knowledgeable and child-focused management team. The manager and the deputy manager spend time with the children, developing relationships. Reflective management oversight and monitoring are visible throughout children's files. The team celebrates children's achievements and encourages progress. Carers engage children in purposeful, reflective conversations following incidents or times of concern. Memory books and picture books that document children's experiences are bright and accessible for children.

All carers spoken to spoke positively about the home and the care and support that they receive from their manager. They say that they work in a supportive team where the culture is open and focused on safeguarding and the children. They are positive about the training that they receive and described their work as rewarding. They speak enthusiastically about the children and their achievements.

Planning for children to move into and out of the home is thorough. Managers work closely with other professionals, ensuring that the right decisions are made for children. One child experienced a positive move out of the home. Carers advocated for them until the last minute. Planning for a child to move into the home considers their needs, the needs of the child already living in the home and the training needs of the team. Managers consult carers throughout the decision-making process.

Safeguarding and practice concerns are well documented and effectively managed. Carers work with professionals to share relevant information. When required, carers are involved in decisions and carrying out multi-agency responses.

The quality of recruitment is mixed. For internally employed workers, necessary checks are completed to assure managers that they are safe to work with children. However, the process of completing checks on agency workers is not robust. Managers do not request sufficient information about workers to assure themselves that their quality of practice is high and that they are safe to work with children.

In general, team meeting minutes are of good quality. They show that there is a focus on safeguarding and meeting the needs of the children. Clear actions are assigned and reviewed, showing a team approach to the overall running of the home and care of the children. However, minutes lack reflection and evidence of discussion and collaborative decision-making.

## 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      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| <p>The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety.</p> <p>The registered person may only—</p> <p>employ an individual to work at the children's home; or</p> <p>if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home,</p> <p>if the individual satisfies the requirements in paragraph (3).</p> <p>The requirements are that—</p> <p>the individual is of integrity and good character;</p> <p>the individual has the appropriate experience, qualification and skills for the work that the individual is to perform;</p> <p>the individual is mentally and physically fit for the purposes of the work that the individual is to perform; and</p> <p>full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1)(2)(a)(b) (3)(a)(b)(c)(d))</p> <p>In particular, the registered person must ensure that they assured of the suitability of all staff who work in the home by reviewing all essential documents. This includes agency workers.</p> <p>In addition, the registered person must review any investigation completed by an agency in relation to practice concerns</p> | 13 March 2025 |

reported by the home to be ensured that appropriate action has been taken.

In addition, the registered person must ensure that agency workers receive child-focused practice supervision that is related to the care provided to children in the home and linked to the children's plans and the home's policies and procedures.

## Recommendations

- The registered person should ensure that carers understand the importance of careful, objective and clear recording. Information about the child must always be recorded in a way that will be helpful to the child. In particular, carefully consider the appropriateness of recording the child's information using first-person narrative. In addition, they should document children's daily lives thoroughly to allow children to have a full record of their experiences. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)
- The registered person should ensure that staff follow the home's policies and procedures to benefit the children who live there. There should be clear lines of accountability. In particular, the registered person should ensure that documents detailing team meetings show the discussion and reflection that take place. ('Guide to the Children's Homes Regulations, including the quality standards', page 54, paragraph 10.20)

## 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:** 2511289

**Provision sub-type:** Children's home

**Registered provider:** Cambian Childcare Ltd

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

**Responsible individual:** Nicola McClements

**Registered manager:** Kathryn Field

## Inspector

Carla Simkiss, Social Care Inspector



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