

2511289

Assurance visit

Information about this children's home

This children's home is operated by a private national company. It is registered to care for one child.

Visit dates: 14 to 15 October 2020

Previous inspection date: 18 December 2019

Previous inspection judgement: Improved effectiveness

Information about this visit

Due to COVID-19 (coronavirus), Ofsted suspended all routine inspections in March 2020. As part of a phased return to routine inspection, we are undertaking assurance visits to children's social care services that are inspected under the social care common inspection framework (SCCIF).

At these visits, inspectors evaluate the extent to which:

- children are well cared for
- children are safe
- leaders and managers are exercising strong leadership.

This visit was carried out under the Care Standards Act 2000, following the published guidance for assurance visits.

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how England's social care system has delivered child-centred practice and care within the context of the restrictions placed on society during the COVID-19 pandemic.

Findings from the visit

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance visit.

The care of children

The young person living at this home has done so for nearly one year. During this time, she has made good progress. She enjoys trusted and secure relationships with the adults that care for her and she feels safe and loved.

The registered manager and her staff team have worked hard to understand the impact that past experiences have had on the young person and how these continue to impact on her emotional well-being. They have ensured that specialist support has been provided and have strongly advocated that reviews take place to meet the young person's changing needs.

The care of the young person is highly personalised. Her needs are central to decision-making and practices. Her views are regularly sought and considered. In this way, and through other positive experiences, the young person has grown in confidence and has a more positive sense of self and self-esteem.

Suitable education has been provided and considerable effort has been put into securing appropriate post-16 opportunities, so that the young person is able to follow her chosen profession.

The environment is attractive, homely and comfortable. The young person has two kittens and very much feels that this is her home.

The safety of children

The manager and her staff team take the safety of the young person in their care very seriously. They have responded to difficult situations effectively and with care and compassion. They have thought creatively and have been able to effect positive change. This has been achieved by knowing and understanding the young person well and working effectively with a range of professionals, including the young person's social worker, therapists, the hospital and the police.

The young person's social worker describes the home as 'amazing' and that she has never worked with a home that is so child-focused.

Records relating to serious incidents are recorded to a good standard. There is evidence of staff responding to the young person in a considered way, reflecting the detailed plans and risk assessments that are in place.

During recent months, face-to-face training has not been provided but there has been extensive online training and in-house discussions and reflections. There are restrictions in place for a new member of staff who has not been able to complete a full induction yet. These are clearly documented in a risk assessment. For example, she is not allowed to carry out physical restraints or to administer medication. As both are low level in the home and as there is always an experienced member of staff on duty, mainly a team leader, these arrangements are manageable for a

limited period while suitable arrangements are made to provide the full range of training.

Leaders and managers

Leaders and managers are effective. The manager feels that the support that she has received from the other leaders and managers, since being appointed, has been excellent.

The manager has grown in confidence and has high aspirations. She is child-focused and leads by example. She is reflective and has identified how she can improve as a manager, for example by supporting staff to develop their own potential and achieve their personal development goals. Another area which the manager has identified for improvement is in the quality and evidencing of her oversight and how she makes improvements that benefit the young person and staff alike.

The young person spoke very positively of the manager and staff. She said that they cared for her as they would their own children.

Staffing arrangements are good. While there have been some shortages, due to maternity leave and a vacancy, consistency has been secured through using a limited number of staff from other homes within the company. These staff know the young person and some feedback given by the young person about such arrangements has been positively responded to. While regular supervision is provided, there has been a little slippage recently, which the manager is aware of and is addressing.

The manager has praised her staff team for how well they supported the young person through lockdown and in more recent months. There is a detailed COVID-19 risk assessment in place.

The two requirements made at the previous interim inspection in December 2019 have been addressed.

Children's home details

Unique reference number: 2511289

Registered provider: Cambian Childcare Ltd

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

Responsible individual: Nicola McClements

Registered manager: Danielle Johnson

Inspector

Norma Welsby, Social Care Inspector

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