

2534827

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home provides care for up to four children aged between 11 and 18 who have challenging behaviours and complex needs. It is one of a group of homes run by a large independent provider. The organisation has its own school which the children attend.

There is an acting manager in post, who is not yet registered.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

We last visited this setting on 7 September 2020 to carry out an assurance visit. The report is published on the Ofsted website.

Inspection dates: 4 and 5 August 2021

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: 26 November 2019

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/11/2019	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last visit in September 2020, four children have moved out of the home. One child currently lives at the home and is making good progress. The manager and the staff team provide a nurturing environment and implement consistent routines which the child responds to well.

Children benefit from the organisation having its own school. This school remained open during the COVID-19 lockdowns. Children who did not attend school prior to living at the home have begun to engage and make academic progress.

The staff enthusiastically support the children's hobbies and celebrate their achievements. Children's talents, such as keyboard and guitar playing, are greatly encouraged. The staff get involved by playing musical instruments with the children. Children who enjoy reading are enrolled at the local library. This gives children opportunities to develop their skills.

The staff spend time getting to know the children well. Regular key-work sessions enable the children to discuss their feelings and share their views. Each child receives care that is centred around their specific needs.

Children are encouraged to maintain or re-establish relationships with their families. A parent of a child who has returned to live in the family home said, 'I feel that the help given allowed her to make enough progress to return home.' The parent praised the manager for her advocacy skills and for the support she provided which enabled this reunion.

Not all of the children have photos or memory boxes of their time spent at the home. Consequently, when the children move on, they do not have any memorabilia to take with them to remind them of this chapter of their childhood. Opportunities to complete life-story work with the children have been missed.

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

The staff build good relationships with the children. One child said, 'I love them all, they are really nice, absolutely amazing. They look after me and really care. It was scary when I first came here, but the manager and the staff support me really well.'

Detailed risk assessments provide the staff with the necessary strategies to minimise potential dangers and protect the children. These assessments are updated regularly and help the staff to recognise improvements in the children's behaviour.

When a child goes missing from the home, staff follow the procedures outlined in the child's individual missing person guidance. When the child returns to the home, the staff complete a key-work session with the child, and the manager ensures that

an independent return home interview is completed. This follow-up work means that any patterns of the child's behaviour are noticed, and work is undertaken to reduce further occurrences.

The staff recognise any changes in children's behaviours and are skilful at de-escalating incidents. Following incidents that require physical intervention, the manager ensures that the child's views are obtained and that staff are debriefed. This helps the children to reflect and encourages the staff to develop strategies to reduce the likelihood of further incidents.

Before a child moves into the home, the manager completes a matching assessment. These are detailed and consider any potential negative impact on the children already living at the home. When behaviours result in tensions between the children, the manager is proactive and implements actions to prevent children from feeling bullied.

The effectiveness of leaders and managers: good

The suitably qualified manager has been in post since January 2021. She has previously been a registered manager and is in the process of registering for this home. Staff describe her as 'firm but fair'. She brings a culture of hard work and commitment to the home.

The manager and the staff have built open and honest relationships with professionals and parents. A social worker reported that the home is very child focused and that the communication is faultless. Detailed reports about the children are sent to social workers regularly and incidents are reported without delay. A parent said, 'I speak with the staff all the time, they are a good bunch. It is a really good home.'

Strong monitoring systems are effective and drive improvement. The independent person visits monthly and provides a detailed report. The manager uses recommendations from the independent person's report to continue to develop the home.

Staff have regular supervision sessions which support their work with the children and help to develop their skills and understanding. Regular staff meetings enable the staff to share and develop good practice. The staff say that they feel valued and listened to.

The staff have completed the organisation's mandatory training and those eligible are undertaking the level 3 qualification. However, none of the staff currently hold a level 3 qualification. This means that the staff do not have the relevant qualifications to work at the children's home. The responsible individual advised that future recruitment will include a greater emphasis on new employees already having the necessary qualification.

The manager has met the one requirement set at the assurance visit in September 2020.

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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b) (2)(c)(e))	1 November 2021

Recommendation

- The registered person should ensure that the home's records on each child represent a significant contribution to their life history. Staff should understand their important role in encouraging the child to reflect on and understand their history, according to their age and understanding. Staff should keep and encourage children to keep appropriate memorabilia of their time spent living at the home and help them to record significant events. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.5)

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: 2534827

Provision sub-type: Children's home

Registered provider: Cambian Childcare Limited

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

Responsible individual: Dennise Springett

Manager: Post vacant

Inspector

Lynne Drage, Social Care Inspector

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