

# 2594007

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is owned and managed by a private company. It provides care and support for two children who can no longer live at home.

The manager registered with Ofsted in June 2020.

### Inspection dates: 12 and 13 July 2022

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <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:** 28 March 2022

**Overall judgement at last inspection:** improved effectiveness

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement            |
|-----------------|-----------------|---------------------------------|
| 28/03/2022      | Interim         | Improved effectiveness          |
| 23/08/2021      | Full            | Requires improvement to be good |

## Inspection judgements

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

Children have good transitions into and out of this home. A child said that his introduction to the home could not have been better. A child has recently left the home and a detailed reintroduction to her family has been successful.

Children are making or have made good progress while living in this home. Generally, the children's care documents include all the necessary information for staff to care for the children well. However, there is little information about what staff did to secure the good progress. For example, the steps staff have taken to ensure that a child receives education are not recorded in his education plan. This means that, when accessing his information now or in the future, the child will not have a clear understanding of his journey through care. In addition to this, several documents in one child's file contain information about another child. This does not ensure that the children's information is kept confidential.

An outstanding area of practice is how one child has been supported throughout her education. Staff have worked closely with the child, their family and education professionals. For example, they have helped the child to apply to universities and arrange supported lodging. The child received top grades at college, which has secured her place at university. The child has returned home for the summer holidays and will start university in September.

Another child is currently out of education but is receiving six hours of support per week from a tutor. In the interim, the manager is working closely with education professionals to identify a suitable school for the child. However, additional educational support from staff and educational activities are not clearly defined. There is no education timetable or planner. Therefore, there is no clear routine or structure to the child's day.

The manager and staff have a good understanding of the children's health and development needs. Children are encouraged to attend routine health appointments. If children refuse to attend appointments, the manager seeks further advice and input from health professionals. Children engage in social and recreational activities that promote a healthier lifestyle.

Children's views, wishes and feelings are taken into consideration. This allows children to be involved in their care. For example, children do not always want to see their family and friends. Staff respect this but also make sure that the opportunity is open to them. When children do see their family and friends, staff make sure that the occasions are meaningful, safe and enjoyable, such as by having an activity together.

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

There are appropriate procedures in place should the children or staff need to raise a safeguarding concern. External professionals say that the manager and staff are good at discussing concerns, initiating strategy meetings and making sure that children understand the risks.

Any previous identified risks or emerging risks are thoroughly discussed and detailed in a plan. As a result, staff can demonstrate what action they would take if an incident occurs. Staff also recognise when risks have lessened or that the risk is not applicable anymore. The risk assessment is then archived. This shows that the manager continually evaluates the purpose of risk assessments and that children can see their progress.

Sanctions are used sparingly and are often of a restorative nature. This means that children learn to take responsibility for their actions. There have been no physical restraints. Children enjoy working towards their rewards and incentives. Children's achievements have been celebrated with additional monies, equipment for game consoles and treats to restaurants, theme parks and personal items.

There have been occasions when a child has been reported missing from the home. Staff follow the local authority's protocol for reporting these incidents to the police. The staff search the local area and any areas that the child is known to frequent. Staff ensure that return home interviews are completed by an independent person. This helps the staff to understand the reasons why the child has gone missing.

Good recruitment processes ensure that, where possible, staff are suitable to work with children. Regular health and safety checks mean that the home environment is physically safe and secure.

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

The manager has experience of managing a children's home and is currently completing her leadership and management qualification. Staff describe the manager as approachable and supportive. She is clear in her vision for the future of the home and staff, which reflected in her development plan.

There have been staff shortages in recent months. This has not had an impact on the children because staff have worked overtime, or consistent bank staff have worked shifts. A recent recruitment drive has been successful and two new members of staff have started to work at the home. In addition to this, a new deputy has started and the manager is looking forward to sharing ideas with him.

At the last inspection, the manager was asked to ensure that staff receive regular supervision. Staff now receive monthly supervision. However, bank staff have not been afforded the same opportunity. Some bank staff have been working six shifts per month and have not received supervision for some time. In addition to this, some staff have not received an annual appraisal of their practice. This does not

ensure that all staff have the support or opportunity to discuss any concerns they may have, their developmental needs or their career progression.

Some staff hold a suitable recognised childcare qualification. New staff are enrolled on a similar course once their probation period has been successfully completed. Staff have regular staff meetings to discuss the children and the plans for the next month. However, they do not routinely discuss research in practice. This is a missed opportunity to reflect on changes in legislation, practice guidance and social trends.

Staff receive a wide range of training opportunities that assist them to understand children's complex needs. The manager has made sure that all staff have refreshed their training within timescales, but she has not refreshed some of her additional training.

The manager works positively with external professionals to help children to receive effective care and support. When external services fall short of expectations, the manager can challenge them and advocate for the children. Social workers spoken to, as part of this inspection, said that the manager is a strong advocate for children and that they are kept up to date with any issues.

External and internal monitoring of the home helps the manager to identify the home's strengths and areas for improvement. The independent visitor regularly consults with the children, their parents, and stakeholders. This means that impartial feedback is received and supports ongoing improvements.

## 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          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| <p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>demonstrate that practice in the home is informed and improved by taking into account and acting on—</p> <p>research and developments in relation to the ways in which the needs of children are best met.<br/>(Regulation 13 (1)(a)(b) (2)(g)(i))</p> | 30 September 2022 |
| <p>The registered person must ensure that all employees—</p> <p>undertake appropriate continuing professional development;</p> <p>receive practice-related supervision by a person with appropriate experience; and</p> <p>have their performance and fitness to perform their roles appraised at least once every year.<br/>(Regulation 33 (4)(a)(b)(c))</p>                                                                                                                                                                                                                                          | 30 September 2022 |

### Recommendations

- The registered person should ensure that children are offered structured educational activities when they are not in school. Specifically, that there is a clear educational timetable for children and staff to follow. ('Guide to the Children's Homes Regulations, including the quality standards', page 28, paragraph 5.15)
- The registered person should ensure that they update their own training regularly. Specifically, that any additional training is refreshed, in line with the company's

timescales. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)

- The registered person should understand the importance of keeping children's information confidential. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)
- The registered person should ensure that the home's records on each child represent a significant contribution to their life history. This specifically relates to ensuring that the steps taken by staff, to secure good progress and outcomes, are clearly recorded in the children's records. ('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:** 2594007

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

**Registered provider:** Cambian Childcare Limited

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

**Responsible individual:** Sarah Boddy

**Registered manager:** Kymberley Grantham

## Inspector

Pam Nuckley, Social Care Regulatory Inspector



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