

2617923

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home provides care and support for up to two children with emotional and behavioural difficulties and children with learning difficulties. It is part of a national organisation that owns several homes.

At the time of the inspection, two children were living in the home.

The home was registered with Ofsted on 31 March 2021.

The manager registered with Ofsted on 25 October 2022.

Inspection dates: 14 and 15 May 2024

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: 14 June 2023

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection:

After an assurance visit in November 2023, a notice to restrict further admissions to the home was issued for a 12-week period. Appropriate action was taken by the provider to address the concerns found at the assurance inspection. The restriction notice was not continued after the 12-week period.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/06/2023	Full	Requires improvement to be good
27/07/2022	Full	Requires improvement to be good
26/10/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children living at this home make good progress. One child has been increasing their time at school and this has increased their ability to manage their emotions, friendships and personal time.

The individualised care that children receive enables them to talk about their emotions and reflect on how things are impacting on them. The carers are aware of the multifaceted challenges the children face. Carers focus on the children; they are committed to building long-lasting and trusting relationships. The carers talk to the children in a way that shows they are valued, and that their views and feelings count and will be listened to.

Children are supported to take responsibility for their day-to-day lives. One child, who had moved in the day before the inspection, was taken to do a food shop so they had meals they enjoy. They were able to make decisions about their meals for the week and this opened up communication about cooking for the other child and staff. The child was proud to tell the inspectors what they had bought and how they had talked to their carer in the shop about their favourite things to cook and eat.

Although there had been a period of frequent episodes of going missing for one child earlier this year, these have reduced significantly and now their independence is encouraged in a planned way. The children are supported to have a view on how they can be safely independent. The carers share their concerns and what boundaries will be in place. The children work with them to have independence, while recognising the need to make safe decisions during this time.

Carers ensure the children's health needs are met. The home has worked with the looked after children nurse and a local dentist to support a child who has previously been very reluctant to visit a dentist. Consistent links and work with health providers mean the children's health needs are consistently considered and met. The carers are working alongside a child to support them with healthy weight management and regular exercise. The child has helped to formulate the plan and is part of their own meal and snack planning. The child particularly enjoys sea swimming, and carers make sure this is facilitated for them. Carers also take part in activities with the children to support and encourage them.

The home environment is warm and welcoming; it feels like a home. Carers have worked hard to minimise the impact of staff work areas, providing spaces typically found in a family home rather than a place of business. The common rooms are clean and comfortable. The open plan kitchen and lounge area allows carers and children to be together and chat while cooking and watching TV. Both children have spacious rooms with storage for their belongings. One child had just moved in at the time of the inspection and was in the process of unpacking. Discussions about children's rooms and

how they may like them to be personalised take place. There are window locks on both the children's bedrooms. The children have agreed to them being on at night only and understand why they are there. The children's social workers are also in agreement and this is regularly reviewed with the children and professional network around them. There is a clear rationale as to why they are on during the night.

Carers have built and maintained positive relationships with the professionals around the children. For example, one child was concerned about a new mobile phone policy at school. The staff advocated for the child. There is positive communication between staff and other agencies. The children's social workers were supported to work together prior to the new child moving in. The manager was instrumental about this for the well-being and experience of both the children.

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

There have been periods of going missing for one child. The carers contact police and social care in a timely way when children go missing. Records document what has happened with actions to follow up incidents. The manager and staff have worked together with social workers and other agencies to keep one child in particular safe. The level of risk has improved and there has been a reduction in episodes of going missing. The manager consults with the local authority designated officer (LADO) as required. However, she has not followed up with an external agency in relation to their action as advised by the LADO.

Alongside the reduction in incidents, the carers talk to the children and have open conversations with them about any worries they may have. The children are able to feel positive support and feel cared for, and this has reduced their levels of risk. This consistent approach and boundary setting for the children allows them to feel safe and secure in their home. One child called the manager for help with an issue at school. The call to the manager for support is a good example of children's positive experiences in the home and how they are confident they will be listened to and helped.

Children are supported to have positive time with their families and those people who are important to them. One child has developed their own plan with staff around their family time and how family communicate with them. This has helped the child to feel protected. Family time and the impact on children is considered with the wider professional network. It is recognised as an area which may cause the children distress. When children live geographically far from where they grew up, carers support friends from that area to come for sleepovers and are arranging a visit during school holidays. This is vital to make sure children do not feel isolated and cut off from important people in their lives. The carers had already started to plan for the child who had just moved in to make sure they had positive family time.

The effectiveness of leaders and managers: good

The manager oversees all areas of the home. They support staff to develop their practice. Staff feel supported by the manager and have regular supervision. The supervision is used as a tool for reflection and learning. Safeguarding scenarios are discussed to enable staff to continue to keep safeguarding at the forefront of their practice. Targets are set for individual staff members.

The manager has good knowledge about the children in this home. They care deeply for them and are very proud of the progress children make. She has high aspirations for children's futures and are thoughtful about the next steps for each child. The manager shows commitment to the children and wants the best outcomes for them both. They are open about possible challenges for the child who has just come into their care.

A consistent team of staff supports the children well. When new members of staff come in, their photos are shown to the children. Managers ensure that new staff shadow more experienced staff and complete an integration period to ensure children are comfortable and confident with new members of staff.

Positive working relationships exist between the manager and other agencies. The social workers for the children both have positive communication with the manager. A team around each child works well together to support the children.

Positive levels of reflective management evaluation are included on records. As a result, the manager understands how the home is performing and identifies ways to improve practice through training and development. Specific training has been identified for staff around substance misuse and in other areas to better support children.

Training and development are valued by leaders and managers. New and essential training opportunities are researched and commissioned for the team. Carers can identify the positive impact that training has had on them and link it to their practice.

What does the children's home need to do to improve?

Recommendation

- The registered person should ensure that they follow the advice of the LADO and complete actions that are agreed from strategy discussions. ('Guide to the Children's Homes Regulations, including the quality standards', page 11, paragraph 2.4)

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: 2617923

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: Nicola McClements

Registered manager: Charlotte Dennis

Inspectors

Sarah Sheffield, Social Care Inspector
Hannah Spencer-Townesend, Social Care Inspector

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