

2675886

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private company. It provides care for up to three children with social and emotional difficulties and who may have physical and learning disabilities.

The manager registered with Ofsted in June 2022.

At the time of this inspection, three children were living in the home. The inspector spoke with all three of the children.

Inspection dates: 3 and 4 January 2024

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 28 February 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/02/2023	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children flourish and make excellent progress. This is because of the skills and encouragement of staff, who make every interaction with children a moment to enjoy and learn from. Staff's approach has had a positive impact on each child, giving them confidence in their own abilities and a desire to succeed. For example, one child was able to go on a shopping trip, which is a significant achievement that enabled them to choose gifts for their family.

Staff provide individualised, patient, calm and loving care. This enables trusting relationships to be built between staff and children. Children and staff sit together at mealtimes and reflect on their day. Children like living at the home and are helped by staff to develop compassion and empathy for each other. This provides children with a sense of family, with children at the centre of all that the staff do.

Staff understand the importance of predictable structures and routines for children. All children attend education and are making exceptional progress. One child is now able to read and write and attends mainstream science lessons. One professional said:

'This is the first stable home [name of child] has had. It has been absolutely life changing in a positive manner. [Name of child] has developed so much academically, socially, and emotionally. [Name of child] has developed hobbies and interests and is so much more independent.'

Children's worlds have been unlocked by communication aids that are used consistently throughout their day. Staff use a variety of ways to help children to communicate their needs, make choices and have a say in how they want to be supported. One child who was described by adults as being 'non-verbal' for the last 15 years, now has a vast range of spoken vocabulary. This achievement is life changing. One family member said:

'Hearing [name of child] communicate verbally for the first time was a revelation. The confidence in [name of child] is something we would never have imagined; they never stop talking now.'

Children are pivotal in influencing their own care. One child expressed a clear wish in relation to his care planning. The manager was diligent in his efforts to ensure that the child received independent advocacy support from someone who understands the child's preferred method of communication.

Staff create lifelong memories for children. Memory books capture children's experiences through photos and messages from the staff. Staff are ambitious for children and introduce them to new enriching opportunities. One child went to the cinema for the very first time. The success of the child was celebrated, and the child

went on to enjoy regular visits to the theatre. Another child developed an interest in football, so staff supported them to attend a football match for the first time. The child said, 'I felt like a celebrity, I went on the stadium tour. It was great. I had so much fun.'

Staff help children to spend time with the people who are important to them. Sometimes, this is for the first time in several years. Staff are creative in how they facilitate and support these arrangements. Furthermore, one child was able to have a birthday party for the first time in their life, inviting their friends from school. This has led to 'mates dates' during school holidays. This promotes the children's identity and helps them to maintain important relationships, while having fun and developing their social skills.

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

The staff are knowledgeable about safeguarding processes, and they take their duty of care to safeguard the children seriously. The staff demonstrate a wealth of knowledge that is essential to provide high-quality care for children with complex needs. Risk assessments and positive behaviour support plans enable staff to understand each child's strengths, risks, and vulnerabilities. The actions of staff help children to feel safe and protected.

The staff meticulously plan the day-to-day arrangements at the home. This helps the children to manage their anxieties and gives them predictability. Sufficient staffing arrangements mean that children are supervised and safely observed, without being deprived of their liberty.

There have been no occasions when staff have had to hold or guide children. Staff are skilled in de-escalation techniques and use language that is therapeutic and nurturing. Children respond well to this approach and feel calmer. Staff are attuned to subtle changes in children's behaviour and quickly act to defuse situations before they escalate. Consequently, incidents of children becoming anxious or frustrated significantly reduce.

Children's health needs are well understood by staff, who advocate on their behalf. This ensures that children receive specialist services to support their emotional and physical well-being. Staff are attuned to the children's presentation and show curiosity for any out of the ordinary behaviours. Staff understand that children may be communicating that they are in pain or unwell. This helps to ensure that children receive timely treatment and support.

Medication processes and the delivery of healthcare procedures are well managed. The staff are trained and understand the medication policy and how to administer the different medications to the children. Staff respond to children's differing health needs.

Staff provide high-quality specialist care, which significantly improves children's quality of life. One child is now independent in their toileting. In addition, one child is now able to eat orally, which has reduced the use of feeding tubes. When talking about this child, one professional said:

'This is an area we have been trying to make progress with for the last five years with no success. Staff have been persistent; the outcome is wonderful. This will have a big impact on the quality of [name of child]'s life and the personal care, dignity and potential safeguarding issues for them now and as they mature.'

The effectiveness of leaders and managers: outstanding

The home is led by an inspirational, confident, and ambitious manager, who strongly advocates for the children in his care. The manager models tolerance and unconditional positive regard for the children and is aspirational for them. The manager's enthusiasm is replicated in the whole staff team, which holds his leadership in high regard.

The manager is supported well by the responsible individual, who is equally ambitious for the children. Together, they have high expectations of the staff team to ensure that they provide high-quality care to children. Furthermore, the manager has thorough oversight and scrutiny of the staff's practice. As a result, he has an exceptionally well-rounded view of the experiences of the children and the impact that the care is having on their outcomes. He is creative and persistent in his approach to ensure that when improvements need to be made, learning is shared with the staff team.

The manager collaborates closely with other professionals. He robustly challenges when decisions are not being made in children's best interests. Feedback from professionals is that the manager consistently has the children's needs and safety at the forefront of his decision-making. External feedback is positive and demonstrates the impact that living at the home has on enhancing children's lives.

All staff receive good-quality, regular supervision. This allows staff to explore the impact of their work on children's progress, safety, and well-being. The manager recognises the importance of staff needing to feel valued, trusted and listened to. He ensures that their good practice is recognised and celebrated. One staff member said:

'I love waking up in the morning, and coming to our home. I am proud to say I work at [name of home]. Everything we do is for the children.'

Mandatory and specialist training has been completed by the staff so that they have the necessary skills to care for children well. Additionally, leaders create a culture to upskill existing staff and create opportunities for continual development. As a result, staff take pride in the home's development and growth, and the retention of staff is good, which provides children with stable and consistent care.

The staff use research to improve their knowledge and understanding of areas such as augmentative communication, sensory approaches, and attachment and trauma. Research is informing practice, such as the development of communication through touch and music. This approach is improving one child's sensory imbalances.

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: 2675886

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: John Reidy

Registered manager: Neil Heslop

Inspector

Claire Webster, Social Care Inspector

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