

2707907

Registered provider: Cambian Childcare Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned. It provides care for up to five children with ongoing mental health difficulties and who may not be able to live in the community without continued support. Five children were living at the home at the time of the inspection.

The manager registered with Ofsted in January 2023, when the home opened.

There is a separately registered school on site. The inspector only inspected the social care provision.

Inspection date: 27 January 2025

This monitoring visit

This visit was carried out to address specific concerns received by Ofsted in relation to the care received by a child. The purpose of the visit was to explore the action taken by the home following several safeguarding incidents.

All the children living in the home have complex needs. However, for one child, this complexity, arising from trauma, has presented significant challenges for the staff and managers. Managers and staff understand the reasons for the associated behaviours. Staff are attuned to beginnings of a crisis episode. When they notice this happening, they first use relationship-based approaches to try to help the child. Due to the child's level of trauma, behaviour can often escalate quickly. Staff are responsive and take action to prevent the child from causing further harm to themselves.

Staff are emotionally intelligent and thoughtfully articulate the child's needs. They speak warmly of the child and are committed to helping them find better, healthier

ways to cope with their feelings. However, the needs of the child are such that, despite appropriate safeguards being in place, it has not always been possible to prevent harm occurring.

Staff nurture the child and empower them to use their voice with external professionals, such as health partners. This helps the child to recognise that staff value their opinions and provides valuable messages to the child that they have autonomy over their own body.

Most incidents have taken place at night. To understand what happens, the manager moved their working hours to overnight. This provided her with insight, while also providing support to staff and improving their confidence to work with high-risk behaviours.

Night staff and day staff receive the same training and learning opportunities. This ensures that staff across the team are equipped to support children with mental health issues. Further support and advice are offered overnight from on-call managers who are experienced in working with children's mental health.

Restraints take place often. When used, these are proportionate and necessary to keep children safe. However, staff do not always record whether children are offered medical attention. This is particularly important where there are incidents involving extreme self-harm, such as headbanging. It is not clear if time has been spent with children and staff after incidents to understand what has happened. This means that important evaluative information is being missed.

One child's risk assessment does not state what the expectations of staff are in respect of bathroom privacy. Staff do not have clear instructions to ensure that they understand when this level of restriction is in place and how to preserve the child's dignity.

One child has poor sleep hygiene, which is linked to their trauma. Managers recognise that better sleep hygiene would be helpful for the child and provide a better structure. However, plans to address this are not sufficiently developed.

Requirements and recommendations made at the last inspection are outside of the scope of this visit. These will be reviewed at the next inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/05/2024	Full	Good
27/06/2023	Full	Good

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, The 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 with the given timescales.

Requirement	Due date
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(viii)(b)(i)(c))	27 February 2025
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(b)) In particular, ensure that risk assessments include clear instructions on the expectations of bathroom privacy.	27 February 2025
The health and well-being standard is that— the health and well-being needs of children are met;	27 February 2025

children receive advice, services and support in relation to their health and well-being; and children are helped to lead healthy lifestyles. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— understand and develop skills to promote the child's well-being. (Regulation 10 (1)(a)(b)(c) (2)(a)(iv)) In particular, ensure that staff support children to have healthy sleep routines.	
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— understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; demonstrate that practice in the home is informed and improved by taking into account and acting on— feedback on the experiences of children, including complaints received; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(f)(g)(ii)(h)) In particular, ensure that: there are records detailing actions taken by the manager following incidents or allegations; concerns about staff practice are fully explored; investigations into staff practice are carried out in a timely manner.	27 February 2025

This requirement was raised at the last inspection and will be reviewed at the next inspection	
The children's views, wishes and feelings standard is that children receive care from staff who— take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— help each child to understand how the child's views, wishes and feelings have been taken into account and give the child reasons for decisions in relation to the child. (Regulation 7 (1)(c) (2)(a)(iii)) In particular, ensure that children are given updates and feedback following their requests. This requirement was raised at the last inspection and will be reviewed at the next inspection	27 February 2025

Recommendations

- The registered person should ensure that the placing authority has given written consent at the time of placement for any monitoring or surveillance equipment to be used. ('Guide to the Children's Homes Regulations, including the quality standards', page 16, paragraph 3.16)
- The registered person should ensure that there is a workforce plan that can fulfil the workforce-related requirement of Regulation 16, Schedule 1 (paragraphs 19 and 20). ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.8)
- The registered person should ensure that staff can access appropriate facilities and resources to support their training needs. This specifically relates to ensuring that staff attend training courses identified in assessments for new children moving to the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)
- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. Staff should record information about individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that

will be helpful to the child. This specifically relates to ensuring that risk management plans are accurate and clearly explain current risks and strategies to manage these and that consequences issued to children are recorded in a non-punitive manner. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 2707907

Provision sub-type: Children's home

Registered provider: Cambian Childcare Ltd

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

Responsible individual: Michael Coleman

Registered manager: Colleen Ardley

Inspector

Hannah Phillips, Social Care Inspector

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