

Children's homes - interim inspection

Inspection date	22/02/2016
Unique reference number	SC064666
Type of inspection	Interim
Provision subtype	Children's home
Registered Person	Cambian Childcare Ltd
Registered Person address	4th Floor Waterfront Building Hammersmith Embankment London W6 9RU
Responsible Individual	Sureeta Nayyar-Abassi
Registered manager	Anjum Khan
Inspector	Janine Shortman-Thomas

Inspection date	23/02/2016
Previous inspection judgement	Outstanding
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection This home was judged Outstanding at the full inspection. At this interim inspection Ofsted judge that it has sustained effectiveness. One of the two good practice recommendations has been suitably addressed. The Registered Manager now ensures that the placing local authority complies with its statutory duties to undertake independent return home interviews if young people are reported as missing from the home. However, the maintenance work to improve the fabric of the home such as: repairing the crack in the kitchen ceiling; repairing the plaster to the bottom of the staircase wall and around the office door; and repainting the office door remains outstanding, despite the Registered Manager's best efforts to rectify this. Young people make good progress in all areas of their lives. Staff continue to promote young people's physical health and well-being and support them to make good and safe health care choices. Good links with health colleagues such as the looked after children's nurse, child and adolescent mental health services and specialist sexual health colleagues, ensure young people's health needs are addressed suitably and promptly. Staff are aware of young people's changing behaviour and needs; responding appropriately, seeking out advice and guidance from those specialist services. This ensures cohesive plans and strategies can be implemented to support young people to manage their surroundings and needs more effectively. Young people continue to make good progress with their education as staff value, support and facilitate this well for all young people. Young people maintain exceptionally high attendance and are supported well when barriers to learning are encountered. Young people are supported by staff to attend their identified education provision. In addition staff provide some young people with one to support within the classroom setting, which offers them further security, additional reassurance and promotes their ability to concentrate within the classroom; thus enabling young people to focus on their school work and make progress against their own individual targets. Young people are supported well to sustain links with those who are important to	

them. Staff advocate and support young people to maintain a good level of contact with their parents and siblings, and support young people to develop and maintain their friendship groups. As a result young people have benefited from increased contact with those who are important to them.

The staff have a clear focus on promoting young people's safety and well-being. Staff understand their safeguarding roles and responsibilities and respond to any such events appropriately. Parents and professionals said that they are confident that staff protect and keep their children and young people safe. When young people do go missing from home, staff are acutely aware of their roles and responsibilities and implement the risk assessments which are in place. The staff undertake direct work with young people on their return home, which increases their knowledge of the potential dangers and risks associated with this behaviour. This therefore enables young people to make more informed, safe and positive choices in the future.

Young people are beginning to make some progress with their social and emotional wellbeing. They are now beginning to understand their emotions and behaviour and have responded well to the behaviour management plans that are being used to improve these. Staff receive training in the use of restraint and are clear about when this should be used. However on one occasion staff have used this to support a young person to be moved out of the office unnecessarily, as there was no recorded evidence to suggest that these actions were placing him or others at risk of significant harm.

Complaints are responded to, and investigated promptly by the management team. The staff work closely with the complainant, and enlist support from other agencies such as the police, to ensure an open, fair and transparent conclusion can be drawn from any complaints which are made against the young people. The manager ensures that young people's complaints are listened to, acted upon and investigated; sharing the findings with the local police, and the allocated social worker. One allegation made by a young person has not been recorded as a complaint against a member of staff or shared with the Local Authority Designated Officer [LADO] or Ofsted. As a result the LADO and Ofsted cannot be assured that the provider has taken all necessary steps to discharge its duties and ensure young people are kept safe.

Parents and professionals are on the whole extremely positive about the level of communication and the supportive and caring environment which benefits their children's' continuous progression. One parent said: 'She is very happy there. I have never seen her as happy as she is there. (Name) is doing really well, she is doing well in school and is coming on absolutely fantastic. I am 100% happy with the home. The staff are great. They treat (name) well. They listen to her and take everything she has to say on board. They always tell me everything and I could not ask for anything more.' An independent reviewing officer confirmed: '(Name)

has made good progress whilst they have been in the placement. It has been a very positive time for him. (Name has had a completed turn around. They are no longer getting involved with drugs, alcohol, or in any anti-social behaviour, and they have re-engaged with school where they are doing well.'

The leadership and management arrangements remain robust. The stable and dedicated staff team provide young people with a clear and consistent care approach which enables them to feel safe and secure within the home. The staff are appropriately supported by the management team to deliver a good standard of care; they receive suitable training, attend regular team meetings and undertake regular supervision. The quality assurance and monitoring systems are used effectively by the manager to ensure that he has a clear understanding of the strengths and areas for future development of the home.

Information about this children's home

- The home is registered to provide care and accommodation for up to two children and young people with emotional and, or behavioural difficulties. A large national private provider operates the home.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/10/2015	CH - Full	Outstanding
06/02/2015	CH - Interim	improved effectiveness
31/07/2014	CH - Full	Good
20/03/2014	CH - Interim	Satisfactory Progress

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

Statutory Requirements

This section sets out the actions which must be taken so that the registered person/s meets 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 with the given timescales.

Requirement	Due date
Restraint in relation to a child is only permitted for the purpose of preventing injury to any person (including the child) or serious damage to the property of any person (including the child). (Regulation 20(1)(a)(b))	25/03/2016

Recommendations

To improve the quality and standards of care further the service should take account of the following recommendation(s):

- Ensure the home provides a comfortable and homely environment that is well maintained and decorated. This is with particular reference to: ensuring that the cracked ceiling in the kitchen is repaired; the plaster to the bottom of the staircase wall on both side is repaired and re-painted; the door around the office is re-plastered and repainted and, that the office door is painted. (The Guide, page 15, paragraph 3.9)
- The registered person must notify Ofsted and other relevant persons if one of the situations specified in the regulation 40(4)(a)-(d) occurs. This specifically relates to ensuring that all notifiable incidents, such as an allegation of abuse made against the home, or person working there are individually recorded and referred to the appropriate agencies such as the Local Area Designated Officer and Ofsted without delay. (The Guide to The Quality Standards, page 63, paragraph 14.10)

What the inspection judgements mean

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the *Inspection of children's homes: framework for inspection*.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, young people and their families. In addition the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people who it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service 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*.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance *raising concerns and making complaints about Ofsted*, which is available from Ofsted's website: www.gov.uk/government/organisations/ofsted. If you would like Ofsted to send you a copy of the guidance, please telephone 0300123 4234, or email enquiries@ofsted.gov.uk.

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, workbased learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It inspects services for looked after children and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/government/organisations/ofsted

© Crown copyright 2016