

Inspection report for children's home

Unique reference number	SC065855
Inspector	Mark Fitzgerald
Type of inspection	Interim
Provision subtype	Children's home

Registered person	Cambian Childcare Limited
Registered person address	Pinnacle House 2 Oakwood Square, Cheadle Royal Business Park CHEADLE Cheshire SK8 3SB
Responsible individual	Victor Takadiwa
Registered manager	POST VACANT
Date of last inspection	10/07/2014

Inspection date	03/02/2015
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Previous inspection	good
Enforcement action since last inspection	none

This inspection

This home was judged good at the last full inspection. At this interim inspection Ofsted judge that it has **sustained effectiveness**.

Most young people continue to benefit from a good level of care within the home. Attendance has increased in mainstream education for most young people. Staff have worked well with parents and professionals to arrange overnight stays. The success of these has improved the quality of the relationships between the young people and their families.

The home is currently without a Registered Manager. A new manager has been appointed to take up the post in the week following this inspection. The registered person has not notified Ofsted of these changes and a requirement has been made. Since the departure of the Registered Manager, an experienced manager from a sister home is providing cover. Staff have access to the management support they need.

Overall, managers have been effective in monitoring the quality of care and professional practice that young people receive. For example, managers intervened about a sanction and reflected afterwards with staff about its effectiveness.

There are some important managerial tasks left unfinished. Complaint and disciplinary processes are not concluded to a good standard. The registered person has not concluded two complaints about the quality of care and bullying; the outcomes are not apparent in documents in the home. Therefore, it is not possible to see how the organisation responds to young people or parents, or embeds learning from complaints in care practice.

The requirement made at the last inspection regarding young people's education is met. The registered person has ensured that the home has developed a more robust ethos towards supporting school attendance. All young people now attend mainstream educational provision and staff support them to achieve their

educational potential. Most young people undertake lengthy journeys by public transport to attend school. It is to their credit that their attendance levels have increased this academic year.

The registered person had failed to take action to meet the previous recommendation to maintain or care for one bedroom and had neglected the quality of bedding. They took action to rectify the overdue repairs during the inspection. Young people now sleep in bedrooms that are comfortable and personalised.

Action in response to a previous recommendation relating to supporting and encouraging family contacts and friendships has also been effective. Staff work well with parents and other professionals to facilitate contact between young people and their families. Over the Christmas period, a number of successful overnight stays have provided a basis on which to develop opportunities for further contact. This helps young people to improve the relationship with family members. In one case, the registered person is hopeful that this may lead to a permanent home with friends of a family.

Staff were not previously trained above a basic level and this did not meet young people's diverse needs. They are now all either qualified or undertaking training to become qualified. They have started a programme of online training and have been booked onto places on relevant courses. They have received in-house sessions about child health. The staff team now delivers consistent care for young people.

There have been a number of admissions to and departures from the home since the last inspection. Most of the departures were unplanned and were the response to crises. These have been disruptive for staff and young people alike.

The significant incidents and notifications to Ofsted since the last inspection have mainly been about disruption within the home. Despite this, there has only been one restraint necessary. There have not been any recorded instances of bullying in the home. Overall, there are markedly more positive consequences than negative. A range of individual sessional work is helping young people to address their individual needs. The focus of staff is on the quality of relationships with young people. There is evidence that staff influence most young people's behaviours using the strength of the relationships they have formed.

The work of the staff team has meant that most young people have developed appropriate, positive, and trusting relationships with adults. This has resulted in behaviour which is less challenging. It also means they are learning to turn away from previous offending and missing behaviours and are preparing more appropriately for a realistic and safe future when back in their home communities.

Information about this children's home

The home is privately owned and provides a short-term intake and assessment service on a contract with a single local authority. It provides care and accommodation for up to three young people who may have emotional and behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/07/2014	Full	good
18/03/2014	Interim	satisfactory progress
23/07/2013	Full	adequate
08/03/2013	Interim	good progress

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

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 Regulations 2001 and the National Minimum Standards. The registered person(s) must comply with the given timescales.

Reg.	Requirement	Due date
7 (2001)	give notice to HMCI of—(a) the name of the person so appointed (to manage the children's home); and (b) the date on which the appointment is to take effect. (Regulation 7 (2))	20/03/2015

Recommendations

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

- ensure that there are clear and effective procedures for monitoring and controlling the activities of the home, including allegations, complaints about the provision, and the quality of the provision. This includes timely

staff disciplinary conclusions (NMS 21.1)

- ensure the home provides a comfortable and homely environment and is well maintained and decorated. (NMS 10.3)

What inspection judgements mean

At the interim inspections 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

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The 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 relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.