

SC066187

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home provides care and accommodation for up to three young people, aged between 10 and 18 years, who have social and/or emotional difficulties. The home provides emergency placements as well as planned admissions. The home is privately owned. The manager has been registered with Ofsted since 2014.

Inspection dates: 19 to 20 February 2019

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: 13 February 2018

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/02/2018	Full	Outstanding
23/03/2017	Interim	Sustained effectiveness
22/11/2016	Full	Outstanding
31/03/2016	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The manager's dedication and skill, together with that of the care staff, mean that young people receive a consistently high standard of care. As a result, young people make excellent progress in all aspects of their lives, including their education, health and well-being as well as their enjoyment of positive experiences. Examples of progress include young people becoming more outgoing, more self-aware and more independent, gaining qualifications and making new friends. One young person told the inspector: 'I have achieved so much here. The staff want me to do well, and this helps me to achieve my goals.'

Staff have high aspirations for young people and believe that they can achieve their potential. All young people attend school and have made significant progress from their starting points. One young person told the inspector: 'I love school now. The staff here help the teachers at school understand me better.'

Resilient and patient staff are excellent role models for young people. Staff follow exceptionally well-written care plans carefully. This ensures that young people receive consistent care that allows them to make outstanding progress in all areas of their lives. This is particularly evident in the development of their social skills.

Staff encourage young people to be involved in their community. For example, young people have become actively involved in fundraising for charitable organisations. As a result of these initiatives, young people are learning to be more caring and empathetic. Furthermore, young people develop social skills and understand more about social inclusion.

Young people participate in a variety of activities, which improves their self-esteem and confidence. For example, young people have joined local clubs and have recently attended first-aid training. One young person is currently learning to drive. Young people develop very good independence skills that prepare them well for adulthood. Given the young people's complex emotional and mental health needs, this is indicative of the excellent progress that they are making.

Transition plans are managed well when young people move into and on from the home. Staff take great care to help young people to learn about the home before they move in, and this helps to allay their anxieties. Young people receive continuity of care during their time at the home and beyond. Continued support enables young people to feel valued and helps them to maintain the progress that they made while living at the home.

The home environment that the young people live in is highly personalised. For example, one young person has earned the right to take the responsibility for owning two pet rabbits. All aspects of the home are maintained to a very high standard.

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

Young people's safety and well-being are the highest priority for staff, and safeguarding practice is excellent. As a result, young people receive well-coordinated care and support. Young people value the support that they receive from staff, and one young person described this as 'just fabulous'.

Risk assessment and risk management processes are of the highest quality. Staff have well-developed and specialist knowledge about the risks and issues related to mental health, self-harm, sexual exploitation and attachment. This enables staff to pre-empt, plan and review young people's care and ultimately reduce associated risks for young people.

Allegations or suspicions of potential harm are responded to with expertise and urgency. Staff have an excellent understanding of safeguarding procedures and protocols and diligently follow these. Responses are thoughtful and measured. As a result, staff understand what actions they need to take to keep young people safe.

Staff use restorative practice effectively. Young people begin to understand the impact of their risk-taking behaviour on themselves and others. As a result, these behaviours reduce.

Outstanding inter-agency working with the clinical team, police, placing authority, health providers and schools helps to strengthen young people's safety. The manager uses team meetings to share multi-agency learning. This approach means that any risks to young people are identified promptly and support is put in place immediately.

The home environment is safe, as staff undertake regular checks and audits. Young people's safety is further supported by the safe recruitment of both permanent and agency staff.

The effectiveness of leaders and managers: outstanding

The manager is highly innovative and inspirational, and is respected by staff, young people and partner agencies. Young people achieve very good outcomes as a result of the manager's attention to detail and the motivation of the staff team. She fully understands each young person's presenting needs and how to achieve the best outcomes, with their interests at the heart of everything that is done. The manager's passionate and consistent leadership inspires staff and the young people to want to be the best that they can. The young people's happiness and achievements demonstrate the success of this approach.

The excellent relationships that the manager builds with partner agencies ensure that the young people receive holistic care. One placing authority recently took a considerable amount of time to agree a suitable package of care for a young person. The manager appropriately made formal complaints about this delay. The manager's persistence resulted in the local authority taking action and responsibility for the young

person without further delay, as it should.

The longevity of the stability of the staff team is a major factor in the outstanding outcomes for the young people. Staff feel well supported. Regular supervision sessions and annual appraisals ensure that they remain skilled to fulfil their roles. The staff team is knowledgeable, enthusiastic and nurturing. The manager and staff routinely use research to inform and improve their practice. The clinical team delivers training in staff meetings to keep staff's practice up to date. As a result, staff are well equipped with the necessary skills and knowledge to provide excellent-quality care to young people.

The manager's excellent internal monitoring processes ensure that all achievements are celebrated and any areas for development addressed. Young people's opinions are absorbed into the daily running of the home. This makes young people feel empowered and highly valued. The registered manager is extremely clear about the home's strengths and weaknesses. She has a clear and aspirational plan for further development of the home.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the difference made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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 whom it is trying to help, protect and look after.

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: SC066187

Provision sub-type: Children's home

Registered provider: Cambian Childcare Limited

Registered provider address: 4th floor, Waterfront Manbre Wharf, Manbre Road, Hammersmith, London, Middlesex W6 9RH

Responsible individual: Sorrelle Fern

Registered manager: Fiona Rees

Inspector

Lisa Walsh, social care inspector

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