

SC066187

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 run by a private company. The home provides care for three child who may have social and emotional difficulties.

The manager has been in post since 1 December 2023 and has submitted their application to register with Ofsted.

Inspection dates: 27 and 28 February 2024

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 7 March 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/03/2023	Full	Outstanding
13/12/2021	Full	Outstanding
27/01/2020	Full	Outstanding
19/02/2019	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Three children live in the home and overall, they are very settled. One child has lived in the home for almost four years. Managers plan and prepare well for when children move out. Children understand their future care planning and contribute to decisions about their future. As a result, children feel reassured and in control about their future.

Staff form positive relationships with children. One child has identified staff as life-long links. These are staff members who they will remain in touch with them when they leave the home. This ensures that the child has a positive support network, during and after they live in the home.

Children enjoy positive experiences including holidays abroad. One child has experienced travelling on a plane for the first time. Staff ensure that children can pursue their interests and hobbies. They attend concerts, festivals and football matches. Children enjoy 'try me nights' where they learn about different religions and cultures. As a result, staff create positive memories for children which contribute to their identity.

Staff encourage children to express their wishes and feelings in a variety of ways. There is excellent consultation with children about their day-to-day experiences. They recognise signs in their behaviours which may mean they feel worried or anxious. As a result, staff understand how children may be feeling and respond quickly.

Staff go over and above to support children to keep in touch with their family members. When family members live far away, staff stay nearby in case children need support. Communication with family members is very good. Parents feel involved in their child's care planning arrangements. This helps children to understand that all adults are working together. One parent said that they would like their child to live with them. However, because this is not possible they said 'I would not want them to live anywhere else but this home'.

Staff place a strong emphasis on education. All children attend school or college. When children experience difficulties, managers and staff fiercely advocate for them. They create equal opportunities for children. On one occasion, managers successfully challenged a provider's reluctance to teach one child. This was due to their complex emotional and social needs. This child attended alternative secondary education. They now attend a mainstream college. In addition, they achieved an exceptionally high grade in their national qualifications. As a result, this will help them to achieve their future aspirations.

Clinical support helps staff to respond therapeutically to children's needs. However, on one occasion staff used language which is derogatory and highly inappropriate. Some of the home's records contain language which is stigmatizing. This does not

support the home's model of therapeutic care. Therefore, children may receive care which is not in line with the home's statement of purpose.

The home environment is safe, clean and tidy. Children personalise their bedrooms. However, some areas of the home require improvement. This does not detract from an otherwise homely environment.

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

Overall, the manager and staff are aware of their safeguarding responsibilities. They take swift action to ensure that children are safe. In particular, when there are concerns about children when online. Children receive support to understand how to keep themselves safe. As a result, safeguarding incidents rarely occur.

When rare incidents do occur, the manager completes a 'de-brief' with staff and children. This helps managers and staff to reflect on their actions and identify any learning to improve their practice when keeping children safe.

Staff promote positive behaviour in the home. They have clear expectations and boundaries. Children do not always like them, however, they understand that they are there to keep them safe.

Staff help children to build and maintain positive and healthy relationships. They teach them to resolve difficulties and repair harm when there has been conflict. Overall children are kind and empathic towards one another.

The home has appropriate storage and administrative systems in place for children's medication. The manager undertaken regular audits to ensure these systems remain effective.

Since previous last inspection, one child went missing. Staff went over and above to locate the child. Staff worked in partnership with external professionals such as the police. This helped to locate the child quickly. When the child returned they received a warm welcome and reassurance. However, there was a lack of professional curiosity prior to the child going missing. This compromised the child's safety. The manager completed a critical analysis of the incident. They have since implemented guidance for staff to ensure they remain curious.

During one serious incident, there was a delay in staff seeking medical attention for a child. Fortunately, they were not seriously injured.

The effectiveness of leaders and managers: good

The home has a new experienced manager who was previously the home's deputy manager. They are passionate and dedicated. Staff describe them as firm but fair. One child said the manager was 'funny' and that they are their favourite staff

member. The previous registered manager is now the home's responsible individual. As a result, the home has strong management arrangements in place.

There is a stable staff team. Staff work well together, they support each other and there is a strong sense of team working in this home.

Staff receive training pertinent to children's needs and risks. As a result, staff know children well. They understand their needs and how they should respond to them. Overall, children receive care which is sensitive and empathic.

Leaders and managers have monitoring systems in place. They identify shortfalls in the quality of care children receive. The manager and staff complete regular file audits. As a result, managers understand how children are being cared for. They are also aware of the home's areas of development.

When incidents occur the manager and staff complete a critical analysis. This is excellent practice and encourages staff to reflect. This also helps staff to identify how they can improve their practice. Therefore, promoting continuous improvement in the care children receive.

Staff receive meaningful supervision, which are reflective. This helps staff to fulfil their role and responsibilities well.

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, 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 within the given timescales.

Requirement	Due date
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— understand and apply the home's statement of purpose; treat each child with dignity and respect; The conditions are— that the care meets the child's needs; (Regulation 6 (1)(a)(b) (2)(a)(b)(i)(iii) (3)(b) In particular, leaders and managers should ensure that staff are equipped with the skills and ability to provide children with therapeutic care as outlined in the home's statement of purpose. This also includes ensuring that when staff are recording information about children, that they do so in a non-stigmatising way. It is important that leaders, managers and staff consider children's feelings and the impact, should they wish to access their records in the future.	2 May 2024
The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and	2 May 2024

In particular, the standard in paragraph requires the registered person to ensure—

that staff help each child to—

achieve the health and well-being outcomes that are recorded in the child's relevant plans;

understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding;

take part in activities, and attend any appointments, for the purpose of meeting the child's health and well-being needs; (Regulation 10 (1)(a)(b) (2)(a)(i)(ii)(iii))

In particular, leaders, managers and staff should seek medical attention for children without delay when necessary. When this is not possible, they must seek advice and guidance from professionals including medical professionals and the child's placing authority.

Recommendations

- The registered person should ensure that improvements are made to provide children with a more homely and nurturing environment. In addition to taking swift action when repairs are necessary. (Guide to the Children's Homes regulations, including the quality standards page 15, paragraph 3.7).
- The registered person should ensure that managers and staff are professionally curious when children make comments which could indicate concern for their safety (Guide to the Children's Homes regulations, including the quality standards page 43, paragraph 9.10).

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: SC066187

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: Fiona Rees

Registered manager: Post vacant

Inspector

Sarah Berry, Social Care Inspector

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