

# SC066393

Registered provider: The Cambian Group

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home provides care for up to three young people who have social and emotional difficulties. The home is privately owned.

The manager is currently completing the level 5 diploma in leadership and management.

**Inspection dates:** 5 to 6 December 2018

**Overall experiences and progress of children and young people,** taking into account **good**

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

The effectiveness of leaders and managers **outstanding**

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 7 March 2018

**Overall judgement at last inspection:** sustained effectiveness

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement    |
|-----------------|-----------------|-------------------------|
| 07/03/2018      | Interim         | Sustained effectiveness |
| 03/05/2017      | Full            | Good                    |
| 15/02/2017      | Interim         | Sustained effectiveness |
| 28/11/2016      | Full            | Requires improvement    |

## **Inspection judgements**

### **Overall experiences and progress of children and young people: good**

Staff work hard to help young people to increase their self-confidence and self-worth. Staff are nurturing, and this means that young people feel safe and are achieving their potential.

Young people have positive experiences living in this home. They are offered a variety of activities that are individualised to meet their needs. One young person attends a gymnastics club and has recently taken part in a competition. This has increased her confidence and provides her with additional experiences to socialise with other young people in the community.

Young people are supported to attend school regularly and are making good educational progress. Staff have good working relationships with teachers to ensure that young people's learning needs are met.

Most young people learn the skills they require to become more independent in readiness for adulthood. They take responsibility for tasks around the house and contribute to their care plans.

The manager and staff know the importance of young people being able to maintain family contact. This enables young people to sustain important relationships.

Young people are encouraged to express their views on all aspects of the home through weekly meetings with the staff. There are regular key-work sessions between staff and young people. Records show how young people are listened to and their views acted on.

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

Staff make sure that young people's individual risk assessments provide clear information to help the staff promote the young people's safety and welfare.

Staff help young people to develop a clear understanding of how to behave appropriately. Staff use consequences for inappropriate behaviour effectively.

Staff successfully de-escalate most incidents of challenging behaviour. Physical interventions are only used as a last resort to keep individuals safe. Debriefs with young people and staff are evident following an incident. This allows the people involved in the incident to reflect on and to learn from what has happened.

Some young people go missing from the home. When this happens, staff respond swiftly and appropriately. Staff are proactive and try to locate the missing young person.

## **The effectiveness of leaders and managers: outstanding**

A dedicated and motivated registered manager runs the home. She is innovative in her approach and understands the home's strengths well and is equally receptive to new ideas and different ways of working. The manager sets very high standards for the care. All additional staff have the necessary level 3 diploma in residential childcare. Young people therefore benefit from a suitably qualified and experienced staff team.

Leadership is strong and inclusive. The manager leads by example and staff value her commitment.

Dedicated staff advocate on behalf of young people and challenge placing authorities when they consider that young people are not being listened to or are not receiving the support that they need.

The manager works hard to retain staff and to help them to feel valued. Staff receive regular supervision, and the records of these meetings are detailed. They show how staff are helped to achieve their personal best. Staff are involved in the development of the home. They work together to ensure that young people have the best possible experience of living at this home.

The registered manager ensures that staff access specialist training when required. Staffing arrangements are very effectively and sensitively managed. One-to-one staffing ensures individual support for each young person and underpins the good progress that young people make.

## **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 differences 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:** SC066393

**Provision sub-type:** Children's home

**Registered provider:** The Cambian Group

**Registered provider address:** Cambian, Waterfront, Hammersmith Embankment,  
Chancellors Road, London W6 9RU

**Responsible individual:** Sorrelle Fern

**Registered manager:** Kelly Homer

## Inspector

Lisa Walsh, social care inspector

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