

SC066393

Registered provider: Cambian Childcare Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

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

The manager has been registered with Ofsted since 2017 and is currently completing the level 5 diploma in leadership and management.

Inspection dates: 10 to 11 February 2020

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: 5 December 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/12/2018	Full	Good
07/03/2018	Interim	Sustained effectiveness
03/05/2017	Full	Good
15/02/2017	Interim	Sustained effectiveness

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children receive excellent care from dedicated staff who are child-centred in their practice. Most of the staff have worked at the home for many years. Children enjoy positive relationships with staff and children thrive on the consistent care they receive.

Children with challenging needs have made and sustained exceptional progress from their starting points. For example, one child, prior to living in the home, had a significant number of placements for very short periods. She has been living at home for almost two years and is very settled.

When children move on from the home, staff support them extremely well. Well-managed transitions help to reassure children and ensure that they are well prepared for their next steps. In addition, the registered manager maintains contact and support to children once they move out. This allows children to continue to receive valuable guidance into their adulthood.

The registered manager and staff work very hard to ensure that children who move into the home feel welcome. For example, children have worked with staff to redesign and personalise their bedrooms and explore their interests. This enables children to settle into the home quickly.

Children benefit from a caring registered manager and supportive staff who know them very well. Staff have an excellent understanding of children's emotional difficulties and apply research-informed practice to help children through their difficulties. For example, approaches which incorporate the principles of how to respond to adverse childhood trauma are fully embedded in staff practice. This allows children to be able to develop a safe and secure base from which they can make sense of their frustrations and work through their difficulties.

Children enjoy a wide range of social and community-based activities which reflect their interests. They also enjoy trips to London and visit a range of attractions. They do this together with staff and their peers, which fosters positive relationships. The registered manager and staff understand the importance of giving children valuable and memorable experiences. Last summer, staff took the children on holiday to Spain. Such activities and experiences help to boost children's confidence and self-esteem, while having fun and building positive memories.

Staff support children well to attend school and college regularly. Children make excellent educational progress. The registered manager is a strong advocate for children and she has worked hard to ensure that children get the support they need. In addition, staff work closely with teachers to ensure that any emerging issues are promptly addressed. This effective partnership working enabled one child to overcome her challenging behaviours in school and as a result, she was able to

participate in a school trip to Iceland. The deputy headteacher told the inspector that this child is now a role model for other children.

Children and staff celebrate children's achievements together. Staff make the children feel very special. For example, children enjoy attending local authority award events, at Christmas and on their birthdays. A weekly newsletter is created by staff to showcase celebrations. Sharing achievements and celebrations promotes a culture of appreciation and kindness. The newsletter is also used by staff to share and discuss important topics such as racism and bullying. This helps to raise children's awareness of sensitive issues.

The home is decorated and furnished to an excellent standard and is very warm and welcoming. The registered manager has thought about children's interests and made space within the home for children to be able to develop these. The recently decorated chill-out room has been designed with a dedicated space that allows children to practise their interest in hair and beauty activities. The other side of the room is designed specifically for children who love reading. This helps create a family and homely atmosphere for children. It also helps children to invest in their home and develop a sense of belonging.

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

The registered manager and staff work exceptionally well to manage children's challenging behaviours. They use research-informed practice to help children to manage their behaviours more appropriately. For example, staff have had training and practice in non-violent resistant concepts that is fully embedded. As a result, children learn from their actions, and incidents of challenging behaviour have reduced over time. Since the last inspection, there has only been one incident of physical intervention.

When children go missing from home, the registered manager and staff work tirelessly to try and locate them. They work very closely with police and social workers to try and understand why children go missing and how they can work better together to reduce these incidents. Staff undertake excellent pieces of individual reflective work with children to help them to understand the risks associated with going missing from home and to equip them with the skills to make better-informed choices.

Staff understand and address the risks that relate to children harming themselves. As a result, incidents of self-harm have significantly reduced over time. Where this is an ongoing concern, staff understand potential triggers and implement strategies to minimise risk. Good work is undertaken to help children understand concepts of self-care and develop strategies to manage their own feelings.

Very experienced, highly skilled and knowledgeable staff respond promptly and effectively to safeguarding concerns. Staff keep on top of their learning to ensure

that they are aware of current issues and legislation and can respond to issues appropriately.

The registered manager's assessment of the location of the home is detailed and informative, which helps staff understand how to keep children safe in the local community. Health and safety assessments, including fire safety, are subject to regular and effective monitoring. This means that children live in a safe home environment.

The registered manager and staff have excellent relationships with other professionals to implement the highly effective and detailed plans in place for children. Close working relationships with other professionals allow staff to promptly access external support for children when needed. This promotes children's safety and welfare.

The effectiveness of leaders and managers: outstanding

The registered manager is dedicated, experienced, skilled and knowledgeable. She creates a culture of high aspiration in the home and has high expectations of staff to provide excellent care to children. She is inspirational and continually thinking of creative ways to improve the lives of children in her care.

Staff are very skilled, knowledgeable and passionate about the children they care for. They have an excellent understanding of the home's statement of purpose and model of care; this is evident in their practice.

The registered manager has a comprehensive understanding of the home's strengths and needs and ensures its continued and ongoing development. This helps staff to maintain high-quality care for children.

The registered manager is committed to continuous staff learning and development. She has an excellent understanding of staff's individual strengths and skills. Her good-quality work with staff to develop their skills helps staff to feel valued and supported. Staff attend regular training to keep abreast of research and current national trends such as county lines, adverse childhood trauma and transgender awareness.

Staff receive effective and reflective supervision. They feel valued and told the inspector that they 'love' their job. Staff think very highly of the registered manager and feel that she has motivated them to get the best out of them. This results in motivated and well-supported staff who provide excellent care to children.

The registered manager and staff are creative in their approaches to understand what children want. Use of appropriate research has led to the implementation of a range of tools that support children to express their views. They are able to say how they would like staff to improve or change their practice. This exceptionally personalised care enables children to make excellent progress and fully participate in the day-to-day running of the home.

Excellent relationships between the manager, parents, partner agencies and community-based groups support the high-quality care children receive, enhance their experiences and provide children with positive foundations for the future.

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: Cambian Childcare Ltd

Registered provider address: Metropolitan House, 3 Darkes Road, Potters Bar
EN6 1AG

Responsible individual: Sorrelle Fern

Registered manager: Kelly Homer

Inspector

Shazana Jamal, Social Care Inspector

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