

SC359818

Registered provider: Cambian Childcare Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is part of a large organisation and provides care for up to four young people. It is situated in a busy, multicultural and ethnically diverse suburb.

The statement of purpose indicates that staff provide young people with structure, boundaries, care and support and that staff help young people to prepare for the next step in their lives, whether it is a return home, a move to another placement or the transition to independence.

The manager has been registered with Ofsted since 1 October 2019 and is currently undertaking her level 5 qualification.

Inspection date: 21 February 2020

Date of last inspection: 9 December 2019

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

This inspection

This home was judged requires improvement to be good at the last full inspection. At the interim inspection, Ofsted judges that it has sustained effectiveness.

In the short space of time since the previous inspection, managers and staff have worked hard to address shortfalls.

Progress for young people is inconsistent. They continue to present behaviour which challenges the staff. One young person's disruptive behaviour at night impacts negatively on the other. While the number of incidents has decreased for one young person it has increased for the other and there is some joining together in destructive behaviour.

The manager works in partnership with a school enabling one young person to attend full-time education. This is quite an achievement after a gap of two years. The other young person is not engaged in education or training. They continue to struggle with the impact of previous trauma. Staff are trying to help this young person build trust in adults and are focused on trying to implement age-appropriate boundaries and routines. The young person also benefits from spending time with close family members.

One young person spends a considerable amount of leisure time playing computer games. Staff are unsure whether the young person takes appropriate breaks from screen use. This does not fully promote the young person's well-being.

Support for staff has improved. The manager has acted to address previous shortfalls and provides adequate and purposeful supervision to staff. In addition, annual appraisals have been completed. A recent review and monitoring report completed by the manager demonstrates her understanding of the strengths and weaknesses of the home. However, development needs are not yet included in a workforce or service development plan.

The manager recognises that some areas of the home need improvement and are less than homely. One young person's bedroom did not have a carpet or rug on the floor. There are institutional aspects to bathroom fittings and some locked doors in the home. This distracts from what is a cosy and welcoming lounge, dining room and kitchen.

The manager has benefited from additional guidance and support from other managers and senior leaders. Monitoring of the home has improved and independent visitor reports are used to effect positive change.

Guidance and support offered to young people has focused on topical issues, including how to keep safe when using the internet and safe use of online game sites. Young people are also helped to understand their feelings and the impact of negative behaviour.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/12/2019	Full	Requires improvement to be good
13/03/2019	Interim	Sustained effectiveness
09/05/2018	Full	Requires improvement to be good
02/01/2018	Full	Requires improvement to be good

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

Recommendations

- The capacity and competence of staff to build constructive, warm relationships with children that actively promote positive behaviour, provides the foundations for managing any negative behaviour. Staff should have the skills to respond to each child's individual behaviour. Where necessary they should manage conflict, maintain constructive dialogues and react appropriately if challenged by a child in their care. ('Guide to the children's homes regulations including the quality standards', page 39, paragraph 8.14)
In particular, staff should respond effectively to avoid one young person's disruptive behaviour impacting negatively on the other young person.
- The registered person should have a workforce plan which can fulfil the workforce related requirements of regulation 16, schedule 1 (paragraphs 19 and 20). The plan should:
 - detail the necessary management and staffing structure, (including any staff commissioned to provide health and education), the experience and qualifications of staff currently working within the staffing structure and any further training required for those staff, to enable the delivery of the home's Statement of Purpose;
 - detail the processes and agreed timescales for staff to achieve induction, probation and any core training (such as safeguarding, health and safety and mandatory qualifications);
 - detail the process for managing and improving poor performance;
 - detail the process and timescales for supervision of practice (see regulation 33 (4)(b)) and keep appropriate records for staff in the home.

The plan should be updated to include any new training and qualifications completed by staff while working at the home, and used to record the ongoing training and continuing professional development needs of staff – including the home's manager. ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.8)

- For children's homes to be nurturing and supportive environments that meet the needs of their children, they will, in most cases, be homely, domestic environments. Children's homes must comply with relevant health and safety legislations (alarms, food hygiene etc.); however in doing so, homes should seek as far as possible to maintain a domestic rather than 'institutional' impression. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9)
- Children should have access to a computer and the internet to support their education and learning, unless there are specific safeguarding reasons why this would be inappropriate. In such cases, the home should consider whether and how it can support the child to access a computer and the internet safely. ('Guide

to the children's homes regulations including the quality standards', page 29, paragraph 5.19)

In particular, ensure that children take regular breaks from screen use.

Information about this inspection

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full 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: SC359818

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: Jolanda Brookes

Registered manager: Shabreanjit Kaur

Inspectors

Janice Hawtin, Social Care Inspector

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Piccadilly Gate
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Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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