

SC359846

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is one of a group of homes operated by the same organisation. The statement of purpose indicates that the home provides care and accommodation for up to five young people who have complex needs. Young people can be admitted on either a planned or an emergency basis. Staff aim to help young people regain control of their lives and their behaviour by providing the necessary structure and boundaries. The manager has been in post for approximately one year and is working towards her level 5 diploma in leadership for health and social care with children's and young people's residential.

Inspection dates: 17 to 18 April 2018

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

requires improvement to be good

How well children and young people are helped and protected

requires improvement to be good

The effectiveness of leaders and managers

requires improvement to be good

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 14 February 2018

Overall judgement at last inspection: Declined in effectiveness

Enforcement action since last inspection:

A compliance notice was issued on 15 February 2018. This was issued to ensure that the premises were designed, furnished and maintained to protect each young person from avoidable hazards.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/02/2018	Interim	Declined in effectiveness
23/08/2017	Full	Requires improvement to be good
31/01/2017	Interim	Not judged
03/05/2016	Full	Requires improvement

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 and 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 provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background. (Regulation 6 (1)(a)(b)(2)(b)(iv))	23/05/2018
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that helps children aspire to fulfil their potential and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(h))	23/05/2018
The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure that staff help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible. (Regulation 8(1)(2)(a)(viii))	23/05/2018

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

Over the last two months, two young people have left the home. One young person had a negative influence on the other young people. Staff could not manage his behaviour and, at the same time, meet the needs of other young people. As a result of the two discharges, there are currently only two young people living in the home. Both young people are more relaxed and happy.

Staff are more motivated and discuss young people's needs regularly with the organisation's clinical trainer. Staff think more about young people's individual needs and show more tolerance, empathy and warmth towards them. One young person said, 'This place is awesome. There's nothing that I don't like.'

Young people have better daily routines. For example, staff give young people more help and support with their personal hygiene, eating, bedtime routines and physical exercise. Consequently, young people's confidence has improved. One young person recently enjoyed his first camping trip with a member of staff.

Despite the positive progress in many areas, some young people are not allowed back to their school due to ongoing incidents of harmful behaviour. Staff have not used their relationships with young people to try to overcome the barriers that are holding young people back from accessing education. This leaves young people without the learning opportunities necessary to make academic progress.

How well children and young people are helped and protected: requires improvement to be good

Over the past few weeks, young people have been receiving more consistent and skilled help from staff. Young people feel safer, and there have been fewer serious incidents. One young person recently wrote to staff saying, 'All of the staff have supported me in all different ways and I have had all your help. Thank you for helping me stop self-harming.'

However, young people continue to struggle with complex, longstanding difficulties that manifest in anger and aggression. As a result, a number of staff are away from work and are pressing charges against young people, following serious incidents when they have sustained injuries. One young person's placement was ended as a result of one such incident.

Some staff frequently call the police for help because they cannot manage young people's behaviour and prevent situations from escalating. In these incidents, staff do not demonstrate sufficient understanding of the factors that affect young people's motivation to behave in a socially acceptable way.

The effectiveness of leaders and managers: requires improvement to be good

The manager has regained her energy, commitment and insight over the past few months. She is leading more regular team meetings that include staff receiving more advice and training from the organisation's clinician about therapeutic care. She makes sure that all staff understand what each young person's key risks and needs are and that they all agree as a team on how best to help the young person. However, the manager has not spent enough time ensuring that staff record the progress made by young people or capturing this information in her own review of the quality of care.

The manager has refocused on what it is like for young people living at the home. She has prioritised cleaning, equipping and re-decorating the house with young people's involvement. Each young person has a memories box, and staff are making the effort to take photographs that young people can keep.

Leaders and managers have not yet addressed some historical poor practice. This is holding them back from embedding the recent improvements and ensuring that, going forward, young people receive consistent care and help.

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: SC359846

Provision sub-type: Children's home

Registered provider: Cambian Childcare Limited

Registered provider address: Cambian Group, 4th Floor Waterfront Building,
Chancellors Road, Hammersmith Embankment, London W6 9RU

Responsible individual: Alison Blyth-Bishop

Registered manager: Samantha Maullin

Inspector

Rachel Britten, social care inspector

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