

SC405713

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 home provides care for up to three young people. The statement of purpose indicates that the home provides a therapeutic approach to care. Every young person is supported through a three-phase, psychologically led pathway.

A new manager was registered with Ofsted on 20 April 2018.

Inspection dates: 2 to 3 May 2018

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	requires improvement to be good
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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: 27 February 2018

Overall judgement at last inspection: declined in effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/02/2018	Interim	Declined in effectiveness
01/08/2017	Full	Good
23/02/2017	Interim	Not judged
09/01/2017	Interim	Declined in effectiveness

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
In meeting the quality standards, the registered person must, and must ensure that staff – seek to secure the input and services required to meet each child's needs; if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5(b)(c))	31/05/2018
The children's views, wishes and feelings standard is that children receive care from staff who regularly consult children, and seek their feedback, about the quality of the home's care. (Regulation 7(1)(iv))	31/05/2018
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure that staff - assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm; that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child	31/05/2018

from avoidable hazards to the child's health. (Regulation 12(1), (2)(a)(i)(iii)(v)(b)(d))	
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; promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that the home's workforce provides continuity of care to each child. (Regulation 13(1)(a)(e))	31/05/2018
The registered person must maintain records ("case records") for each child which include the information and documents listed in Schedule 3 in relation to each child, are kept up to date; and are signed and dated by the author of each entry. (Regulation 36(1)(a)(b)(c))	31/05/2018

Inspection judgements

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

Young people are supported to contribute their thoughts and ideas. For example, through young people's meetings, young people are encouraged to discuss topics such as trying new activities and selecting meal options. However, managers do not let young people know whether their requests are agreed or not. This means that young people do not always feel valued members of the household.

Young people are aware of the complaints procedure. Staff always follow the formal process for recording complaints. Consequently, young people always have a response to their complaint.

Staff do not ensure that placement plans take into account young people's assessed and individual needs. As a result, young people's care is not always well coordinated.

Staff have good links with schools and colleges. This support means that most young people access appropriate education. Staff are proactive in helping young people to address any issues that arise in school. Consequently, any disruption in young people's education is well managed. This collaborative approach helps young people to overcome barriers to their learning so that academic success can be achieved.

Staff work closely with placing authorities to ensure that young people are able to maintain relationships with their friends and families. When contact is restricted, staff sensitively explain the reason to young people. However, the plans to support these contact arrangements are not detailed sufficiently in young people's care plans. This absence of detail means that staff are not able to evidence how they monitor and review young people's contact arrangements.

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

Risk assessments fail to capture key information. This means that young people do not have all aspects of their risks assessed and managed in a way that helps them to stay safe. This has left staff without essential information relating to one young person's risk of exploitation. Consequently, staff have not noticed the importance of monitoring a young person's use of social media. This has resulted in the young person placing themselves at risk on two occasions since the last inspection.

The use of negative sanctions is low. This is because staff focus on using de-escalation techniques that help young people to moderate their own behaviour. Staff receive training in the appropriate use of physical restraint, but use this only ever as a last resort.

The registered manager notifies key partners and parents about significant events in a

timely manner. This makes sure that any action required to keep young people safe is suitable and appropriate.

Despite their efforts to make a pleasant home for the young people, the staff continue to be frustrated by delays to repairs. Staff try hard to work around the repairs, but know that outstanding repair work does have an impact on their ability to maintain a homely environment.

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

Since the last inspection, the home has experienced a period of stability. The home is now fully staffed and has a new registered manager. The registered manager has worked hard to meet the requirements made at the last inspection.

Staff have received good support and guidance from the manager. They receive regular supervision and feel valued. Morale has improved and the staff feel listened to. This helps them to remain motivated in their care of young people.

Despite all the good progress, there are still shortfalls. This extends to young people's files not holding all the required information. For example, key information around one young person's legal status is missing. The lack of these documents represents a lost opportunity for staff to provide continuity and individualised care.

The registered manager has recognised concerns relating to securing specialist services for one young person. Despite this, the manager has not sufficiently challenged the shortfall on the part of the local authority or escalated the issue. This has created further delay in the young person being able to access the services that they need.

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 difference 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: SC405713

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: Sorrelle Fern

Registered manager: Junaid Butt

Inspector

Lisa Walsh, social care inspector

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