

SC405713

Registered provider: Cambian Childcare Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is run by a private company and is registered to provide care and accommodation for up to three children who have social and/or emotional difficulties.

The home has been without a registered manager since April 2019. There is a new manager in post who is in the process of registering with Ofsted.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020

Inspection dates: 18 to 19 May 2021

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 **requires improvement to be good**

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

Date of last inspection: 21 February 2020

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/02/2020	Interim	Improved effectiveness
09/04/2019	Full	Requires improvement to be good
02/05/2018	Full	Requires improvement to be good
27/02/2018	Interim	Declined in effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

Two children currently live at the home. Since the last inspection, one child has moved out of the home as staff were unable to meet his needs. One child has recently moved into the home.

Children make progress in most aspects of their lives. One child is making excellent progress at school and is predicted good GCSE results. The manager and staff are working well to support the second child with his educational needs.

Children's health and emotional well-being are well supported. Staff promote healthy eating and activities to keep children occupied. The staff team ensures that children have positive things to look forward to; this prevents children from becoming bored and frustrated. The staff team has provided one child with significant support regarding an upcoming court case.

Children enjoy living in a well-maintained, comfortable and homely environment. Staff work hard to create an atmosphere that is full of warmth and respect. Staff are helping children to redecorate their bedrooms and seek their ideas for other improvements in the home.

Despite the challenges of COVID-19 (coronavirus) and changes in the staff team, children have received good care from a consistent group of motivated staff. This has helped one child settle into the home and another child make significant progress in recent months.

Children have positive relationships with staff. Children enjoy spending time with the staff, and they feel valued and cared for.

Staff understand the importance of relationships, and support children to see their families and friends. Children have formed positive friendships with children from other homes in the company. Children benefit from this, as it helps them to maintain positive relationships even though they are living away from home.

The independent visitor has not regularly consulted with children or professionals as part of their monthly visit. This impacts on the quality of the report and ability to evidence the experiences of children living at the home.

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

Staff put in place clear routines and boundaries. This means that children understand what is expected of them. When children display challenging behaviours, the staff respond with understanding and compassion. As a result, there are very few incidents.

Children are safe and feel safe in the home. Children are tolerant of each other's difficulties and there is no bullying in the home. Staff manage safeguarding concerns effectively and promptly.

The thorough selection and vetting procedures that take place during staff recruitment ensure that children are cared for by adults assessed as 'suitable' to care for children.

Staff understand the risks and potential hazards for each child and, when necessary, take action to safeguard children. Risk assessments are in place, but are not up to date or accurate. Due to staff's good knowledge of the risks to each child, this does not compromise the safety of children. However, this is an area that can improve.

There are times when staff need to physically intervene to keep everyone safe. These interventions are appropriate and proportionate. However, the managers' review of these incidents is not always completed within the required period. In addition, managers are not fully reviewing the effectiveness of sanctions. The managers was aware of these shortfalls and is proactively addressing them.

Ofsted is notified of serious incidents. However, managers do not always share the outcomes of investigations.

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

The home has been without a permanent, qualified manager since April 2019. A new manager has recently started and is in the process of registering with Ofsted.

The responsible individual and an experienced manager, from another home in the company, have provided invaluable support to the staff team in recent months. This support has continued as the new manager settles into her role.

The manager and staff team have developed strong relationships with all the relevant professionals, including social workers and school staff. As a result, there is good communication between them, which promotes children's welfare.

There is a comprehensive range of training opportunities, including essential courses such as safeguarding and first aid. Two members of the staff team have not completed all the relevant training. As a result, not all staff have the relevant skills and knowledge for their roles. One member of staff has not achieved their level 3 diploma in residential childcare within the required timeframes.

Due to changes in the management arrangements, not all staff have had access to regular supervision or team meetings. However, staff report feeling well supported by the management team.

The manager's monitoring and oversight of some paperwork have been insufficient to ensure that all documents are accurate, relevant and up to date. Managers have

already identified some of these shortfalls and they have made plans to address them.

The provider's review of the quality of care did not meet the requirements of the regulation. Managers have failed to consult with children and key professionals to obtain feedback that would inform the review process and how the quality of care offered to children could be improved.

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 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. (Regulation 12 (1) (2)(a)(i)) In particular, this relates to ensuring that risk assessments are up to date and are read and understood by all staff.	1 July 2021
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— ensure that staff have the experience, qualifications and skills to meet the needs of each child; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(c)(h)) In particular, this refers to ensuring that all staff complete key training relevant to their roles. In addition, the registered person must ensure that there is sufficient management oversight of all paperwork.	1 July 2021

For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma. The relevant date is— in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016. (Regulation 32 (4)(a)(b) (5)(a)(b)) In particular, this refers to staff completing the relevant qualification in residential childcare within time frames.	1 July 2021
The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(a)(b)(c)) In particular, this refers to ensuring that staff can access regular supervision and team meetings.	1 July 2021
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the effectiveness and any consequences of the use of the measure. within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—	1 July 2021

has signed the record to confirm it is accurate. (Regulation 35 (3)(a)(vii) (b)(ii)) This refers to ensuring that the registered person reviews the effectiveness of any sanction given. In addition, the registered person must review the record of a physical intervention within the specified timeframes.	
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report"). The registered person must— supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed. (Regulation 45 (1) (2)(a)(b)(c) (3) (4)(a)) This relates to ensuring that the quality of care review is in line with the regulatory requirements.	1 July 2021

Recommendations

- The registered person must ensure that Ofsted are provided updates following notifications made under regulation 40. ('Guide to the children's homes regulations including the quality standards', page 63, paragraph 14.9)
- The registered person must ensure that the independent person completes rigorous and impartial assessment of the home when they complete the regulation 44 visits to the home ('Guide to the children's homes regulations including the quality standards', page 65, paragraph 15.5)

Information about this 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: SC405713

Provision sub-type: Children's home

Registered provider: Cambian Childcare Ltd

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

Responsible individual: Sorrelle Fern

Registered manager: Post vacant

Inspector

Debbie Holder, Social Care Inspector

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