

# SC456347

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This privately owned children's home cares for up to two children and young people who have challenging behaviours and/or complex needs.

The manager has been registered since 2019.

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

We last visited this setting on 23 September 2020 to carry out an assurance visit. The report is published on our website.

### Inspection dates: 22 to 23 June 2021

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| How well children and young people are helped and protected | good |
|-------------------------------------------------------------|------|

|                                           |      |
|-------------------------------------------|------|
| The effectiveness of leaders and managers | good |
|-------------------------------------------|------|

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

**Date of last inspection:** 25 June 2019

**Overall judgement at last inspection:** requires improvement to be good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement            |
|-----------------|-----------------|---------------------------------|
| 25/06/2019      | Full            | Requires improvement to be good |
| 09/05/2019      | Full            | Inadequate                      |
| 28/08/2018      | Full            | Requires improvement to be good |
| 08/01/2018      | Full            | Good                            |

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Children receive positive, nurturing care. There are strong and stable relationships between staff and children. One child said: 'Staff have helped me change a lot. I will keep in touch with them when I leave. I give the staff 10 out of 10.'

Children are supported to self-regulate and improve their emotional health and well-being. A social worker said: 'The staff have done a brilliant job with [name of child]. She used to go missing from care, and this has reduced significantly. She has a very good relationship with staff.'

Key staff carry out direct work with children during key work sessions. These key work sessions are recorded in detail. Children can share their views in a variety of ways, and their views are clearly recorded and acted on. Records are written directly to the children. There has been a creative approach to children's meetings, which are informal. These meetings support the adults in ensuring that children's wishes are known and acted on. The recommendation made at the assurance visit is met.

Children are supported to engage in education, and they are generally making progress. One child has completed some qualifications during the pandemic. This is significant progress from their starting point at the home.

Children are well supported to see people who matter to them. When incidents occur that disrupt children's contact, the manager acts to ensure that contact arrangements are reviewed. The manager advocates for children to ensure that their care plans continue to be in their best interests.

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

Children are supported to be safe. Staff identify early indications of risk. They use their knowledge and experience to recognise potential risk and take immediate action to reduce risk.

Children are supported to reduce risks of harm. This has led to a significant reduction in missing from care episodes for one child. Systems are in place to track incidents, and this information is fed back to relevant agencies. Children rarely go missing from the home.

There is a multi-agency safeguarding response to any incidents of concern. Children are clear about expectations, and there are consistent boundaries in place to keep children safe. Staff have a good understanding of safeguarding procedures.

Staff are experienced in behaviour management. Nurturing relationships and clear expectations help children to manage their emotions and reduce behaviours that challenge. There have been no physically restrictive practices used in the home.

Recruitment checks are carried out appropriately. The manager is confident that safe recruitment practices are implemented and that the staff who are working in the home are safe to do so.

### **The effectiveness of leaders and managers: good**

The manager has appropriate experience in children's residential care and she has almost completed her level 5 management qualification. She has introduced several systems and processes to drive the home through an improvement journey.

A new admissions and discharge process is in place. The manager thoroughly tracks all new referrals. She ensures that she only admits children to the home whose needs can be met. Consideration is given to good matching.

Staff work well with other agencies, and there are good lines of communication between the staff team and other professionals. Children are supported to access specialist help when needed. All agencies made positive comments about the quality of care provided. One social worker stated: 'I have been very impressed. The manager is running a tight ship. Very clear procedures are in place.'

Staff provide continuity of care to the children. Staff reported that they have been well supported throughout the COVID-19 pandemic. A staff member said: 'We have just pulled together, and it has brought us even more together than before.' Staff morale and teamwork are good.

Staff receive regular supervision, appraisals and relevant training opportunities. The manager also sources additional training that may benefit staff and children. For example, staff have completed a development session on supporting children's emotional health through the COVID-19 pandemic.

## **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:** SC456347

**Provision sub-type:** Children's home

**Registered provider:** Cambian Childcare Limited

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

**Responsible individual:** Michael Coleman

**Registered manager:** Natalie Parnham

## Inspector

Bev Allison, Social Care Inspector

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