

SC456602

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private provider. It is registered to provide care for up to three children and/or young people who may have emotional and/or social difficulties.

The manager has been registered since 10 May 2018.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

Inspection dates: 11 to 12 October 2021

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: 4 February 2020

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/02/2020	Interim	Sustained effectiveness
02/07/2019	Full	Good
26/02/2019	Interim	Improved effectiveness
30/05/2018	Full	Requires improvement to be good

Inspection judgements

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

Children do not always experience consistent care planning. Staff are not helped to understand how they should support one child to have safe, planned family time as the child's care plan does not include these arrangements. Staff do not use significant information to understand what may trigger the child to go into crisis, or how they can effectively support the child.

Staff help the children to understand how to raise a concern and the children feel confident to make complaints. However, the manager does not consistently record all of the outcomes of the children's complaints. In addition, the children are not consulted as to whether they are satisfied with how their complaint has been processed. This practice fails to follow the company's complaints policy.

Children enjoy a wide range of activities and have new experiences, which allows them the opportunity to develop new hobbies and interests.

Staff encourage the children to make a positive contribution towards the home. Children develop independent living skills by taking part in age-appropriate tasks.

Staff support the children to make healthy choices and to understand the importance of good health. Staff provide the children with health information so that the children can refer to this either with support or without if they prefer privacy.

Children have good attendance at school. They attend ready to learn and make good educational progression. Staff update school professionals with any relevant information so that there is a shared approach to understanding the issues the children may face.

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

Staff sometimes prevent the children from accessing the kitchen area. Staff lock this area to help them manage the children's behaviour. This poor practice creates an institutional atmosphere for the children.

Staff impose sanctions to help the children to understand that there are consequences for their actions. However, sanctions are not always recorded. The manager's oversight of sanctions that are recorded fails to scrutinise whether this practice is effective or whether children are treated fairly.

Children usually experience long periods of living in this home, which is good progress for some of the children. There has been a reduction of crisis incidents for

some of the children, which demonstrates that the children are helped to become safer.

Staff support the children to develop self-soothing strategies to help them to learn how to manage their emotions. Children identify staff as people that they can turn to for support. One child said, 'The staff are just amazing, you can trust them to help you.'

Risk assessments are current, which helps the staff to understand the actions they should take to help keep the children safe.

Staff use key-working sessions to help the children to understand and tolerate the measures in place to help the children to stay safe during the COVID-19 pandemic.

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

The manager involves the children in decision-making when updating the home so that children can see that their input is valued. The manager has improved the physical appearance of some areas of the home since the last inspection, while other areas are either damaged or require improvement. Consequently, the requirement that was reissued at the last visit is again reissued.

Recruitment follows safer-caring guidelines, which provide assurances that the adults are suitably vetted prior to looking after the children. However, there is an inconsistent approach in recording the verification of references. This has not had a negative impact on the children, but may hinder the manager's ability to oversee the necessary recruitment checks.

The manager's processes in place to monitor the care that the children receive are not always effective, such as when scrutinising sanctions and processing complaints. This limits the opportunity to raise the standard of care that the children receive.

There is sometimes a significant delay in notifying Ofsted of serious incidents, and some are not notified at all. This means that Ofsted is unable to scrutinise information to ensure that the provider has taken suitable action to keep children safe. This leaves children vulnerable to the risk of harm.

Supervision and staff meetings are used to help the staff to reflect on their practice. The manager recognises when staff have demonstrated good practice and helps his team to learn from each other. When he identifies shortfalls, he puts measures in place to address these issues in order to help improve the care that the children receive.

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 outcomes it seeks to achieve for children; 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— ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child. (Regulation 6 (1)(a)(b) (2)(c)(i))	20 December 2021
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; 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— ensure that staff— 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))	12 November 2021

The registered person must ensure that— the privacy of children is appropriately protected; children can access all appropriate areas of the children's home's premises; and any limitation placed on a child's privacy or access to any area of the home's premises— is intended to safeguard each child accommodated in the home; is necessary and proportionate; is kept under review and, if necessary, revised; and allows children as much freedom as is possible when balanced against the need to protect them and keep them safe. (Regulation 21 (a)(b)(c)(i)(ii)(iv))	12 November 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 name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the name of the person who used the measure ("the user"), and of any other person present when the measure was used; 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")—	12 November 2021

has spoken to the user about the measure; and has signed the record to confirm it is accurate; and within five days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(b)(i)(ii)(c))	
The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39 (3))	12 November 2021
The registered person must notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there; a child protection enquiry involving a child— is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))	12 November 2021

Recommendation

- The registered manager should ensure that the recruitment, supervision and performance management of the staff safeguards the children and minimises the potential risks to them. This specifically relates to ensuring that there is a consistent approach to recording verification of references. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.1)

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: SC456602

Provision sub-type: Children's home

Registered provider: Cambian Childcare Limited

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

Responsible individual: Ian Raine

Registered manager: Michael Cowans

Inspectors

Paula Kelly, Social Care Inspector
Cherie Chen, Social Care Inspector

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