

SC456910

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is registered to provide care for one child. At the time of this inspection, one child was living in this home.

There is a suitably qualified registered manager in post.

Inspection dates: 27 and 28 September 2023

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

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

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

The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 2 August 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/08/2022	Full	Good
09/12/2021	Interim	Sustained effectiveness
14/07/2021	Full	Requires improvement to be good
25/06/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The same child has continued to live in this home for the past 18 months. She spoke positively about her home and was happy to show the inspector her bedroom. She told the inspector that her bedroom has recently been decorated. She said, 'It is very good. I like my bedroom. There is nothing that I want to change about my home.'

The child's social worker said, 'The home is very welcoming and does not feel like a residential home, more so a home from home, which is lovely. The care staff are fabulous, they are a small consistent team and have a good relationship with the child. They always ensure that her wishes and views are heard.'

The child receives exceptional levels of care. She benefits from having a stable and nurturing team, which has worked with her consistently since she moved here. Staff have worked hard to build positive relationships with the child. This means that she has moved from needing two-to-one support at the start of her time at the home, to this being reduced to one-to-one support.

Staff are respectful and value the child, her views and her identity. Through listening to the child, they have adapted the support that they provide to her. This has included asking the child their views on family time and school. Staff have supported the child to have more unsupervised time in the community and to learn how to use her mobile phone safely. This high level of support has meant that the child feels safe and well cared for.

The child has made exceptional progress since being in this home. The social worker reports that all the child's needs are being met to a high standard and that she has good relationships with staff. This high level of support has meant that the child feels safe and can trust the people who are caring for her. She talks to staff when she is worried about something. This was seen during the inspection, when she was able to talk openly to staff about her worries about school.

Staff regularly talk to the child and have open conversations with her about any worries she has. The staff are working together well so they can provide her with consistently high levels of care.

Staff support the child to lead a healthy lifestyle. They encourage her to be involved in preparing meals and to be active in the local area. They have provided strong boundaries and positive routines for her. Staff have supported her well to attend meetings that are held about her. They advocate for her when this is needed. Staff have been proactive in ensuring that education is provided in a way that meets the child's needs. When this is not working, staff have requested meetings to address what is going wrong.

Clinical advice is provided by an in-house mental health practitioner. They think about relevant research and training that may be required by staff, so they are better able to support the child.

The home environment is clean and well maintained. This has a homely feel that enables the child to feel relaxed. There is regular communication between the staff and other professionals. The home has developed positive working relationships with both family members and professionals. This means that there is a team around the child who are all working together to support her.

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

Staff have been effective at building positive relationships with the child and in keeping her safe in the home. They know the child well and understand how to keep her safe. Staff work proactively to ensure that any risks are managed well. Safeguarding of this child is managed in a preventative way to keep her safe.

When safeguarding concerns are identified, they are reported promptly and in line with procedures. Staff talk to the child openly about any worries for her safety. Staff develop plans together with the child to keep her safe. Positive communication with local agencies and swift action has reduced potential risk when the child may have attempted to travel away from the local area.

When this child has gone missing, staff act promptly to go and look for her and talk to people that she knows. Staff liaise well with other agencies and family members to find her. Since moving into the home the child has gone missing much less often.

There is good communication between staff and professionals, who receive regular updates about the child. When incidents do occur, there is prompt communication with other agencies to resolve them. Managers have been proactive in engaging health professionals whenever needed.

Risk assessments are clear and thorough, but there is some conflicting information in some documents. This was updated during day one of inspection. Door alarms are still in use, and this is no longer proportionate given that the child has made in significantly reducing the times she goes missing.

The effectiveness of leaders and managers: good

The manager knows the child well and she has developed a strong relationship with her. She speaks positively about the child and has high aspirations for her future. The manager is regularly involved in the day-to-day care for the child. During this inspection, the child was observed to speak openly to the manager about her worries.

The manager is suitably experienced and qualified. There is a stable group of staff who have worked consistently with this child. Staff spoke positively about the

manager, saying they receive good levels of support and training. This helps staff to improve their practice and skills, meaning the child receives a consistent level of support from staff.

Leaders and managers are using relevant research to improve the experiences of the child. This has included using current research to help managers to reflect on why the child was going missing, and how to reduce this. Although some conversations have taken place with staff in relation to this, these are not documented.

The manager works in partnership with people who are important to the child. She has regular contact with the child's family, social worker and other professionals. Staff talk to one another daily to share important information, meaning that they can provide consistent levels of care for this child. There is clear evidence of managers working in partnership with the local authority to develop agreed plans for this child.

There is good management oversight recorded in the home's documentation. Monitoring and review systems are in place to make continuous improvements so that there are positive levels of reflection and learning. When complaints are made by children, these are followed up and investigated thoroughly.

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, The 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 monitoring and surveillance standard is that the registered person may only use devices for the monitoring and surveillance of children if— the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned. (Regulation 24 (1)(a)) In particular, review the use of door alarms and ensure that this is only used if required to safeguard the child.	31 October 2023

Recommendation

- The registered person should ensure that that they reflect and discuss current research and developments with staff so they are able to improve and develop their practice. (Guide to the Children's Homes Regulation, including the quality standards, page 52, paragraph 10.4).

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: SC456910

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: Danielle Ross

Registered manager: Beverley Goode

Inspector

Sarah Sheffield, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2023