

Children's homes – Interim inspection

Inspection date	30/01/2017
Unique reference number	SC456911
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Cambian Childcare Ltd
Registered provider address	4th Floor, Waterfront Hammersmith Embankment London W6 9RU

Responsible individual	Robert Poots
Registered manager	Danielle Isbell
Inspector	Michael Mulvaney

Inspection date	30/01/2017
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection	
This home was judged good at the last full inspection. At this interim inspection, Ofsted judges that it has sustained effectiveness.	
There were three recommendations made at the previous inspection. The manager has completed a recruitment initiative, which means that agency workers are no longer used. This, however, has resulted in an inexperienced team working in the home. The manager is working to develop the team's experience through shadowing shifts in other homes. The manager has reviewed the use of agency staff and identified that the recruitment of permanent staff has provided consistency of care for the children. This recommendation has been met. Children still go missing from this home. The manager has worked closely with multi-agency partners to ensure that strategies are in place that keep children safe. Key work sessions are completed when the children return. This helps the staff to develop an understanding of the issues that led to the incident. Staff have received training to raise their awareness of the risk of children being exploited in the community. The manager robustly reviews incidents to identify any themes or issues as they emerge. This improved practice meets the recommendation regarding the monitoring of missing from care incidents. Children engage with their local doctor, dentist, and optician. Following the last inspection, the nurse for children looked after liaised with the staff about the children's health needs. The staff are supporting the children to make and keep their appointments and to take a proactive role in looking after their own day-to-day health and well-being. Since the previous inspection, some children's placements ended in an unplanned way. The staff coped with some disruptive behaviour, including damage to property and aggressive conduct. This meant that the police became involved to intervene in the situation. Consequently, these children have had further disruption to their care plans. The manager and seniors in the home have supported staff to complete further training to improve the staff's skill set. In particular, this relates to how the staff de-escalate situations without the need for physical intervention. The manager has reviewed how she completes the assessment of children's needs prior to placement, as part of the lessons learned following these incidents. This has helped the manager to feel confident in the staff's ability to provide stability for the children and to manage them effectively. The staff work in partnership with the in-house education service. This helps the	

children to develop their learning skills. There is joint work with other education providers and communication is positive. Some children are receiving tuition at home ahead of a planned move back into school. This has helped the staff to develop an understanding of the children's learning needs. Consequently, children are making progress towards their education targets.

Children are consulted through regular community meetings with staff, and they contribute to plans for activities. Children visit the cinema and local leisure centre for swimming because the staff have listened to the children's views. Regular key work sessions help the children to build positive relationships with the staff. This also helps the children to discuss issues which have been highlighted in their care plans.

There have been five incidents when staff have physically intervened to prevent children from harming themselves or others. The inspector's review of the written records of these events demonstrates that staff have used de-escalation skills to prevent these incidents from intensifying. These records have been well written and are in line with policy. The manager and staff have reflected on the incidents to try to prevent further occasions of physical restraint.

There have been no complaints since the last inspection. A review of the 13 notifications to Ofsted since the last inspection shows that the manager has scrutinised the incidents, a review of practice has taken place, and local authorities were informed of the incidents. The manager has liaised with the designated officer for safeguarding in the area on one occasion, with a concern about staff practice. This situation was well managed. Staff have received safeguarding training as part of their induction and on-going development. Staff are clearly aware of the whistleblowing process and the importance of listening to and observing children's behaviour. This helps to ensure that the children are safely cared for. Children have a positive view of the home. One commented, 'I feel safe in this home. I have positive relationships with all of the staff.'

The manager reviews incidents and observes the staff interactions with the children. This monitoring ensures that children's needs are being met in the home. The manager is supported by the provider's senior management team and by the regular reviews of the independent visitor. The manager uses the regular reports from the visitor to guide her work and to take action if these reports identify shortfalls. The manager also reviews the risk assessments and includes these in the care plans that staff use to work with the children.

Regular supervision is focused on safe-care practice. The manager's close observation of staff practice means that she can monitor the safeguarding culture and the day-to-day care provided to the children. A placing social worker said, 'I have no safeguarding concerns regarding the placement. Staff are managing their [the children's] behaviour and seem to have the right strategy in place.'

There are no recommendations or requirements raised at this inspection.

Information about this children's home

This privately owned home provides care and accommodation for up to six children who may have emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/04/2016	Full	Good
07/01/2016	Interim	Declined effectiveness
07/10/2015	Full	Good
20/01/2015	Interim	Sustained effectiveness

What the inspection judgements mean

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the 'Inspection of children's homes: framework for inspection'.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, 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 who it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service 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'.

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