

SC456964

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private company. It is registered to provide care for two children who may have social or emotional difficulties.

The registered manager resigned in October 2023. There is an acting manager who has applied to register with Ofsted.

Inspection dates: 22 and 23 February 2024

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 6 December 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/12/2022	Full	Good
08/03/2022	Full	Good
25/04/2019	Full	Good
06/06/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children receive good-quality, individualised care that is making an important difference in their lives. Staff help children to have positive experiences and improved outcomes. Staff give children the stability and support that they need. They engage naturally with children and treat them with respect and empathy. A child said that this has helped them to build trust with adults and to make positive relationships with them. A social worker said, 'The focus on building trusting relationships is amazing. This is the basis of the improved outcomes this child has made.'

The acting manager makes sure that staff have the appropriate experience and expertise to meet each child's needs before agreeing that they can move in, alongside considering whether this would have an impact on children who already live in the home. However, she did not consider the safer area report to ensure that the area was safe for the child. This has not had an impact on the child but had the potential to do so.

Staff work closely with a range of education professionals to help children overcome any barriers that prevent them from engaging in education. As a result, children's attendance at school increased. This resulted in one child achieving five GCSE exam results, attending college and gaining employment when they went into independence. Another child received similar exam results and is attending college. Another child's attendance before Christmas was 83%. This increase in attendance was a significant achievement given that they had been out of education for some time. However, the child's school placement has now broken down. They are currently working with a tutor at home. Good incentives help the child engage. There is a plan to increase their education hours with a view to return to school.

Children's physical, emotional and mental health are improving. Staff are proactive in sourcing the right health support for children. A social worker said that the staff are effective in supporting children's mental health and well-being. Children attend health appointments and have reviews of their medication.

Staff work in partnership with families, friends and carers. They ensure that children regularly see those people who are important to them. Arrangements are carefully considered so that the children and their families get the most out of their time together. For example, some parents come to stay for lunch.

Staff are extremely supportive when children suffer bereavement and loss. Children have been taken to lay flowers and visit meaningful locations on memorable days or anniversaries. Children are given time to grieve and are offered additional support through counselling if they wish to talk to someone.

Children are cared for in a warm, nurturing and homely environment. Children's photos adorn the walls in the home. Their bedrooms are personalised to reflect their tastes and interests.

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

Children have a strong sense of belonging, and they feel safe. They talk to staff when they are worried or upset. They know that staff listen, care about them and will do everything they can to help them.

Staff receive a wealth of training in safeguarding topics. These are refreshed regularly. In staff team meetings, staff discuss current safeguarding topics. This means that staff are aware of potentially dangerous information posted on the internet that children might see or explore.

The staff's knowledge and professional practice protect children from harm. Staff have a good understanding of each child's vulnerability and any concerns about their safety. Staff are vigilant and recognise signs which indicate that a child may be at risk of abuse, neglect or exploitation. Staff continually assess the risks for each child and take the necessary steps to make sure that children are protected.

Incidents of children going missing from the home have declined significantly. This reduction is because of the care and support provided that are carefully tailored to the children's individual needs. Staff are not risk averse and want each child to enjoy the same opportunities as anyone else.

Staff help children to see the benefits of good behaviour by celebrating them with praise and rewards. The excellent use of praise, rewards and incentives is having a positive impact on the children's behaviour, such as increased involvement and willingness to engage in education and health appointments.

The effectiveness of leaders and managers: good

The acting manager is committed to improving the outcomes for children and helping them to overcome past trauma. Professionals are complimentary about her commitment to the children.

The staff are equally committed to securing positive outcomes for children. They have created a warm, caring and nurturing environment where children can recover and thrive. A child said, 'It is really good here, and staff are great. I think I am doing better.' The social worker said, 'I am amazed at how well she is doing and that she can say this. It shows what a fantastic job that the staff are doing.'

The acting manager and team leaders provide staff with good support, guidance and encouragement. Annual appraisals and supervisions provide good opportunities for staff to reflect critically on their work with the children. These, along with regular team meetings, offer sound opportunities for staff to consider the impact of their

work with children, to explore what is working well and what their developmental needs are.

The acting manager uses good and evaluative monitoring systems to understand the quality of care that children receive. When incidents do occur, the acting manager completes a critical analysis so that she can evaluate the actions taken by staff, look for trends and patterns and reflect on what went well or what needs to improve. The manager is further supported by the independent person's monitoring of the home.

The acting manager does challenge the local authorities when necessary. She has sent numerous emails to the allocated person requesting meetings or additional information about a child but has not had a response. However, the acting manager has not escalated these concerns. This does not ensure that children receive the services that they require in a timely manner.

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
In meeting the quality standards, the registered person must, and must ensure that staff— seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans; seek to secure the input and services required to meet each child's needs; if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans; and seek to develop and maintain effective professional relationships with such persons, bodies or organisations as the registered person considers appropriate having regard to the range of needs of children for whom it is intended that the children's home is to provide care and accommodation. (Regulation 5 (a)(b)(c)(d))	30 April 2024

Recommendation

- The registered person should consider the safer area report when making decisions on whether the area is safe for new admissions to the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.5)

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: SC456964

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: Katy Parsonage

Registered manager: post vacant

Inspector

Pam Nuckley, Social Care Regulatory Inspector

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