

SC457132

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

Inspection dates: 16 July 2019

Overall experiences and progress of children and young people, taking into account **good**

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: 14 January 2019

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/01/2019	Interim	Sustained effectiveness
02/07/2018	Full	Good
26/01/2017	Interim	Declined in effectiveness
03/05/2016	Full	Good

What does the children's home need to do to improve?

Recommendations

- Staff should be familiar with the home's policies on record keeping and understand the importance of careful, objective and clear recording. In particular, ensure that essential information for staff is kept in an easily accessible format. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.4)

Inspection judgements

Overall experiences and progress of children and young people: good

The young person has lived at the home for less than a year. He is making very good progress. He is settled and is gaining a sense of permanence, following many previous moves and disrupted relationships. The staff understand the young person and are successfully building trusting and nurturing relationships with him.

The manager and the staff ensure that the young person gains a sense of security from an established routine in the home that is consistent and predictable. The young person knows which member of staff is on duty each day and what the expectations of him are. These expectations include that the young person takes care of his own personal hygiene, attends school and respects the boundaries and rules of the home. If he achieves these targets, he is rewarded and praised by the staff.

The young person is now attending an educational provision that meets his needs, following effective intervention by the manager. He is making progress educationally and is on track to gain the qualifications that he will need in the future. The staff are supporting the young person effectively to achieve full attendance and punctuality at school.

The young person is making good progress in being able to manage his emotions and behaviour. The number of care staff needed to care for him is now reduced. The young person is now able to have an increased amount of free time outside of the home because of this progress.

The young person is encouraged to voice his opinions and views. These are incorporated into his care plans and in his 'all about me' book. The young person is a representative on the company youth participation group. This is helping to improve his self-esteem and confidence.

Placement plans and records inform the staff and give them strategies of how best to meet the care needs of the young person. The staff collate essential information into

many different documents, so it is not possible for them to easily locate the information that they need to care for the young person.

The healthcare needs of the young person are met at the home. Healthy eating and physical exercise are encouraged by the staff to ensure that the young person maintains a healthy weight. The young person participates in many different activities, such as golf, fishing, cycling and attending a therapy centre where he enjoys caring for dogs.

A strength of the home is how the staff promote positive relationships between the young person and his family and friends. The young person is now enjoying visiting his family and regularly keeping in touch with them. He is learning how to establish friendships with his peers and is being supported by the staff to make friends in the local area.

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

The staff are vigilant and know the young person very well. They understand the reasons for any changes in the young person's behaviour, so that they can support him effectively.

The young person is encouraged to learn from his mistakes and is making good progress with managing his behaviour. The staff reward positive behaviour effectively. They sit down with the young person to discuss any learning from incidents where the young person is not behaving positively and is not respecting the home's rules and boundaries that are consistently and fairly implemented by the staff.

The young person reported that he feels safe living in the home and could name a particularly trusted member of staff he could speak with if he felt worried or unsafe. Comprehensive risk assessment processes are in place that give staff the strategies they need to manage identified risks.

The young person rarely goes missing. If he does, the staff follow a comprehensive missing-from-home protocol and the young person soon returns with the staff to the home. This protocol ensures that incidents of missing from home are managed promptly and effectively. The young person benefits from a return to home interview after each incident of missing from home.

The manager and the staff promptly liaise with safeguarding professionals, placing social workers and the family and friends of the young person if they have any safeguarding concerns. This joined-up approach ensures consistent responses to the young person that help to promote his safety.

The effectiveness of leaders and managers: good

The registered manager is experienced and is providing good leadership in the home. He is due to complete his level 5 management qualification in the next 18 months. He is also the registered manager for another home in the group, which is located nearby, and

so splits his time between the two homes. A deputy manager supports him to ensure that management tasks are covered in both homes.

The staff team is experienced, consistent and stable. This stability offers a sense of permanence to the young person, who is making good progress as a result. The members of the staff team are well trained in essential topics such as safeguarding, physical restraint and safeguarding. They also benefit from receiving training so that they understand the importance of attachment and therapeutic parenting and put this into practice when caring for their young person.

The manager is aware of the strengths and areas for development in the home. A development plan is in place that details how further improvements will be made, such as the recent redecoration of the home.

The staff reported that there is good morale in the home among the staff and that they are well led and managed. They are clear about their roles and responsibilities, and routines in the home run smoothly.

The manager and the staff challenge other professionals if they believe that the young person is not receiving the help or services that he is entitled to. The young person is now benefiting from a suitable educational placement, due to the manager advocating for him.

The manager has improved relationships with the home's neighbours, through attending community meetings and compiling a memorandum of understanding. Relationships with neighbours are much improved because of these actions.

The home offers a clean, well-maintained and homely environment for the young person, who stated that he likes his bedroom and has personalised it to how he wants it to look. The young person is very proud of his 'man-cave' shed, in the garden, that staff have helped him construct and decorate.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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 whom it is trying to help, protect and look after.

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: SC457132

Provision sub-type: Children's home

Registered provider: Cambian Childcare Limited

Registered provider address: 4th Floor, Waterfront, Manbre Wharf, Manbre Road, Hammersmith, Middlesex W6 9RU

Responsible individual: Nicola McClements

Registered manager: Raymond Hamnett

Inspector

Tina Maddison, social care inspector

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