

SC457132

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 national provider of children's homes and provides care and accommodation for one child. The provider states in its statement of purpose that care is provided for children with social and emotional difficulties.

The registered manager's post is currently vacant.

Inspection dates: 20 and 21 June 2023

Overall experiences and progress of children and young people, taking into account **requires improvement to be good**

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

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

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: 11 May 2022

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/05/2022	Full	Requires improvement to be good
16/02/2022	Full	Requires improvement to be good
16/07/2019	Full	Good
14/01/2019	Interim	Sustained effectiveness

Inspection judgements

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

The adults in the home succeeded in developing a relationship with the child when they initially moved to the home. The child reports that they like living at the home, and they have made some progress with their self-care skills and independent living skills, particularly cooking. However, the child lacks clear boundaries and structure. The child has not gained a sense of belonging and has recently become detached from the staff. The child is frequently going missing from the home, and these incidents are increasing.

The newly appointed manager has made the decision that the staff are unable to keep the child safe at the home. The child's placing authority have been given notice to find the child an alternative home that will be able to meet their complex care needs.

The child arrived at the home on an emergency basis five months ago. Therefore, an educational placement was not in place. Due to drift and delay by managers at the home who have not been proactive and the lack of action by the placing authority, the child has not benefitted from attending full-time education for six months. A home tutor has been appointed on a part-time basis, and the home has been providing educational opportunities for the child during this time. The newly appointed manager has now found a full-time placement at an appropriate school. However, the child has missed out on the routine of school and opportunities to make friends.

The adults ensure that the child attends medical appointments to promote their physical health. The child does not eat a healthy diet and eats too much junk food and unhealthy snacks. Effective strategies are not in place to promote healthy eating. The child has therapeutic sessions with the company therapist once a week. However, a referral to specialist mental health professionals has only just been undertaken so that the child can obtain the necessary support that will meet their complex emotional health needs.

The child enjoys a variety of activities, including army cadets, youth club and fishing. They are supported effectively by the adults to visit their family, who live many miles away. The child's parents comment that since the new manager took over, communication from the home has improved, and they now receive regular updates about their child.

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

The child reports that they feel safe living at the home and can speak to all the adults if they feel worried or upset. However, behaviour management plans do not

always contain clear and creative strategies to support the child. There is a lack of management oversight of incidents to inform learning for staff and identify potential trends and patterns of behaviours to inform plans.

The child is praised for positive behaviour and receives support to help them learn from their mistakes. However, on some occasions, the child is receiving inconsistent messages from the staff. For example, the child was told they were not able to keep pets following repeated incidents involving animals. The child was then told they could keep a goldfish as an incentive for positive behaviour.

Routines in the home do not always run smoothly. The child sometimes stays up late at night, goes missing from the home or disturbs neighbours. There are no documented strategies of how to manage these behaviours.

The child is frequently going missing from the home, and these incidents are increasing. Missing-from-home procedures are followed. For example, the adults do follow the child and search the area when they go missing. There is effective liaison with the police and youth intervention professionals. However, there is a lack of professional curiosity about where the child is, what they are doing and what the triggers are for them going missing. The acting manager, who was appointed two weeks ago, has a plan to improve the home's response to missing-from-home incidents by demonstrating professional curiosity and re-engaging the child.

Safeguarding incidents are promptly reported to the relevant safeguarding professionals, and appropriate action is taken in response to any allegations or complaints. However, assessments of risk lack detail and clarity. Two identified and assessed risks have been incorrectly documented as low risk when the risk level is clearly high.

Staff recruitment procedures are robust and ensure that only suitable people are employed in the home.

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

The previous registered manager resigned on 8 June 2023. An experienced manager has been appointed. The immediate and positive impact of her appointment is evident. She has undertaken an audit of the home's practice and made effective changes that are improving practice. The home now has effective leadership and management. The new manager has plans to immediately supervise the adults, who have not received formal, reflective supervision for five months. The new manager has plans to change the culture of the home through rigorous training and supervision.

The adults have received all their mandatory training, such as safeguarding, first aid and physical intervention. The staff team is consistent, and many of them have worked at the home for a long time. If there is staff absence, then other staff will cover shifts to ensure continuity for the child.

Quality monitoring processes in the home have not been effective. The independent visitor has raised concerns about practice in the home following her visits, but these have not been addressed by leaders and managers. The home's current development plan is unclear and is currently being rewritten by the new manager.

The home is clean and tidy and provides a homely environment for the child. It is well equipped with books and games. The child's bedroom is personalised and reflects their interests and hobbies. The upstairs of the home has sustained damage, which has not been completely repaired. This detracts from the appearance of the rest of the home that is well decorated and maintained.

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 registered person must ensure that all employees— receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b))	18 July 2023
The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help a child who is of compulsory school age but not attending school, to access educational and training support and to return to school as soon as possible. (Regulation 8 (1) (2)(viii))	18 July 2023
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— understand and apply the home's statement of purpose; protect and promote each child's welfare. (Regulation 6 (1)(a)(b) (2)(a)(b))	18 July 2023

This specifically refers to leaders and managers ensuring that the children benefit from healthy and structured daily routines. In addition, to ensure that the aims of a child's placement are clearly documented in their plans, along with how these plans will be achieved and document their planned timescales.	
The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; In particular, the standard in paragraph (1) requires the registered person to ensure— that each child has access to psychiatric and psychological advice, treatment and other services as the child may require. (Regulation 10 (1)(a)(b) (2)(c))	18 July 2023
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and if necessary, make arrangements to reduce the risk of any harm to the child. (Regulation 12 (1) (2)(a)(i))	18 July 2023

Recommendation

- The registered person should ensure that in order for the children's home to be a nurturing and supportive environment that meet the needs of their children, they will, in most cases, be homely, domestic environments. In particular, that the home is well maintained and that any damage is promptly repaired. (Guide to the Children's Homes Regulations, including the quality standards, page 15, paragraph 3.9)

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: SC457132

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: Nicola McClements

Registered manager: Post vacant

Inspector

Tina Maddison, Social Care Inspector

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