

SC457266

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is registered to provide care and accommodation for three children. The home is operated by a national company.

Inspection dates: 7 to 8 January 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: 20 December 2017

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/12/2017	Full	Good
31/01/2017	Interim	Improved effectiveness

29/09/2016	Full	Good
20/01/2016	Full	Good

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
5: Engaging with the wider system to ensure children's needs are met 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)) In particular, this requirement is in reference to ensuring that children are always provided with an independent return home interview, once they have returned home from being missing.	31/01/2019
6: The quality and purpose of care standard The quality and purpose of care standard is that children receive care from staff who—	31/01/2019

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—

ensure that staff provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background.

(Regulation 6(1)(a)(b)(2)(b)(iv))

In particular, this requirement is in reference to ensuring that staff who are utilised from other homes within the company are fully appraised of each child's needs and the documents outlining these needs are clear and robust, reducing the possibility of key information being missed.

Inspection judgements

Overall experiences and progress of children and young people: good

There are two children living in this home. Both children are making very good progress in all areas of their lives. They say they feel listened to, understood and safe. They enjoy living in this home and value the positive relationships that they have with the adults who care for them.

One social worker described the 'amazing transformation' a child has experienced since living in the home.

Staff provide nurturing and personalised care. They are good role models and the diverse skills and experience of the team are suited to the needs and interests of the children.

Children are given encouragement and praise. Their achievements are celebrated. Both children have developed in their confidence and in their resilience. They have a sense of belonging, and feel valued and loved.

There is a good focus on providing children with therapeutic support. This is delivered either by the company's clinician or external therapists.

The children's education is a priority and the manager and staff have advocated strongly

for each of them to have a bespoke education programme. The team has high aspirations for the children and both children are making excellent progress from their starting points.

Children are also benefiting from spending time with their families. Children are being effectively supported. Staff understand how both children feel about spending time with their families, and provide support accordingly.

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

Children receive appropriate help and protection from the adults who care for them. They feel safe and well cared for, and trust staff to act in their best interests. Staff are well trained and make child-centred decisions. They understand their responsibilities and take them seriously.

Currently, children do not go missing from the home. One of the children enjoys lots of time with friends, but always keeps in touch with staff and meets them at the agreed time for a lift home. The company has reviewed the arrangements for ensuring that return home interviews for children are carried out by the placing authority. These had not always taken place for a child who has now left the home.

Behaviour is managed positively. The staff team provides consistent and clear boundaries and children know what is expected of them. Children are given incentives and rewards, and sanctions are rarely used. When they are used, it is by way of natural consequences, which is more meaningful to the children.

There are very few incidents, and these have been successfully reduced, creating a very relaxed and harmonious ambience in the home. However, one incident that did occur several months ago exposed shortfalls. This matter has not yet been entirely resolved, but leaders and managers have reflected on what improvements can be made. During this inspection, the incident was fully discussed and as a result a requirement has been made.

Safer recruitment processes are thorough and ensure that only suitable people are employed to care for the children. References are verified and any gaps in employment are fully explored.

The effectiveness of leaders and managers: good

This is a well-managed children's home. The manager was registered in February 2018. She has appropriate experience and is part way through a level 5 diploma in the management and leadership of residential childcare. She feels supported by her line manager, who is the responsible individual, and has worked hard to establish a skilled and dedicated staff team.

The manager is well thought of by her team, other professionals and the children. Both children identified her as a person they would turn to if they were upset or felt unsafe. Staff feel well supported through supervision, team meetings and regular training opportunities. They feel valued and enjoy being part of a positive team.

The physical environment of the home is welcoming and comfortable. High standards are maintained through a programme of redecoration that includes children having a say.

The recruitment and retention of staff have been strengthened during the past year. A robust and creative approach is taken to appointing the right staff, for example by providing opportunities for children to participate in interviews. Induction training for new staff has recently been increased from two to three weeks. Staff are supported to achieve expected professional qualifications, and are encouraged to pursue the next level so that they can achieve promotion and fulfil their potential. In this way, the company is establishing good succession planning in the region.

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: SC457266

Provision sub-type: Children's home

Registered provider: Cambian Childcare Limited

Registered provider address: Cambian Childcare Limited, 4th Floor, Waterfront
Manbre Wharf, Manbre Road, Hammersmith, London, Middlesex W6 9RH

Responsible individual: Victoria Elworthy

Registered manager: Emma Dymond

Inspector

Norma Welsby, social care inspector

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