

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 young people. There are currently two young people living in the home. The statement of purpose confirms that a third young person will not be admitted, so that the current young people receive the specific care that they need.

The manager is registered for two homes that are located in very close proximity to each other. The home is operated by a national company.

Inspection dates: 26 to 27 November 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: 7 January 2019

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/01/2019	Full	Good
19/12/2017	Full	Good
31/01/2017	Interim	Improved effectiveness
29/09/2016	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
In meeting the quality standards, the registered person must, and must ensure that staff— 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. (Regulation 5(b)(c))	20/12/2019

Recommendations

- Personalised care: care which meets each child's needs and promotes their welfare, taking into account the child's gender, religion, ethnicity, cultural and linguistic background, sexual identity, mental health, any disability, their assessed needs, previous experiences and any relevant plans. ('Guide to the children's homes regulations including the quality standards', page 14, paragraph 3.2)

In particular, review any set practices that occur, such as young people signing standard documents; examine closely and review any medication young people receive, and why, with health professionals and record this information; and review documentation to ensure that it is concise and contains all necessary information.

Inspection judgements

Overall experiences and progress of children and young people: good

Relationships between young people and their staff are excellent. Both young people have made outstanding progress in relation to their well-being, behaviour and education. The security and love that the team members give the young people have had a significant impact on their lives.

The team works very hard to maintain effective working relationships with professionals so that there is a coordinated response to young people's care and education. Professionals spoke highly of the care and support given, and the difference these make.

Young people's views and opinions are integral to the running of the home. The staff and young people enjoy activities and trips together, and plan meals, as a family might do. To capture these positive experiences, the manager has created individual electronic memory records, containing imagery and written records for young people, from the start of their time in the home. Team members are mindful of the importance of young people developing independence skills, and have started work on helping one young person prepare for moving on from home.

The young people have benefited from their friendships with one another, and from learning about how to deal with day-to-day niggles. Their only concern with the home is the poor Wi-Fi signal, which the manager is doing everything she can to improve.

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

Young people feel safe in this home and their well-being is safeguarded. The manager and team have reflected on past incidents that occurred with a young person who used to live in the home. This young person had to move out, due to safety issues, and the team has used this learning to implement a strong, consistent approach to instilling positive boundaries and routines. Consequently, incidents have not occurred since then.

When the young person who previously lived in the home went missing, the team actively searched for him. Staff made every effort to keep in regular contact with the young person, the social worker, the police and other relevant agencies. However, a multi-agency meeting to consider the risks and the strategies in place, in line with the local authority's protocol, did not happen. The manager requested this on more than one occasion, but it was not resolved or escalated to a more senior officer.

When allegations are made, appropriate action is taken so that young people are safeguarded.

Young people's medication has been reviewed by health professionals. However, further work around the staff team's understanding of the reasons for medication being prescribed are known in more depth, and to ensure that that it is still necessary and effective.

The effectiveness of leaders and managers: good

The manager is an enthusiastic, caring and friendly leader, who does her best for young people. Although the manager is busy managing two homes, this has not had a negative impact on the care given. The manager has efficiently put strategies in place that

contribute to the smooth-running of the home and also assist with the career development of her established staff team.

Staff receive regular supervision and appraisal, which are well organised and effective. Team meetings occur monthly and are attended by staff. The team is well supported and cohesive and its members have increased in their confidence and resilience. Staff value their manager's guidance and each other's support. Above all, they are proud of the young people's achievements.

Although generally well recorded, some of the home's documentation in relation to staff and young people could be more concise or reflective of the situation.

The manager recognises that in order to ensure that young people have the best opportunities for success, both now and in the future, it is necessary to gain a clearer view from professionals in relation to written or spoken plans for young people. These specifically relate to social media, extending college hours and clarifying move-on plans. During the inspection, the manager acted to expedite the resolution of these plans.

Some minor long-standing set practices, such as young people signing documents related to their care, are at odds with an otherwise homely environment. The accommodation is well looked after and a plan for continual improvement is in place. Games and fun happen in this home, and the young people respond to the calm and relaxing environment, which is enhanced by the resident kitten.

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: Metropolitan House, 3 Darkes Lane, Potters Bar EN6 1AG

Responsible individual: Victoria Elworthy

Registered manager: Emma Dymond

Inspector

Sarah Canto: social care inspector

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