

SC457272

Registered provider: Cambian Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care for up to three children aged between 11 and 18. The home's aim is to provide care and support to children who may have experienced abuse, neglect and exclusion in the past.

The registered manager's post has been vacant since August 2021. The current manager is in the process of registering with Ofsted.

Inspection dates: 9 and 10 May 2022

Overall experiences and progress of children and young people, taking into account	requires improvement to be 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	requires improvement to be good
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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: 10 May 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/05/2021	Full	Good
11/01/2019	Interim	Sustained effectiveness
25/04/2018	Full	Requires improvement to be good
13/12/2017	Full	Requires improvement to be good

Inspection judgements

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

There was one child living at the home at the time of inspection. One child had moved on from the home since the last inspection.

Although the child is enrolled at an education setting, they do not attend. The child's education healthcare plan highlights that the education setting cannot meet his needs. Since September 2021, the child has sporadically engaged with home tutoring. The tutor is creative in his approach. The child is making some progress and due to sit functional skills exams. The interim manager raised with the virtual school concerns that the child was not accessing a specialist provision to meet his needs. However, there has been insufficient formal challenge by the home on the child's behalf. There has been an education place identified. However, there is no certainty that the provision will enrol the child and there has been no application made. The child is not reaching his full educational potential.

The child has complex trauma and struggles with sleep hygiene. The child also smokes. The staff have given minimal key-work sessions to address the concerns. The key work does not always look at strategies to manage sleep hygiene or reduce smoking. The child has not been referred to a general practitioner for sleep hygiene or smoking cessation. The child has been supported to attend other routine medical appointments. However, having disrupted sleep has meant that, at times, the child has not been able to engage with education.

The child has had a few trips to the seaside and a holiday. He has appropriate independence time. However, he does not have hobbies, attend clubs or enjoy activities regularly. The staff do not always offer meaningful activities and are not always creative in encouraging the child's participation. Not having hobbies and interests could lead to isolation and a lack of enrichment and enjoyment.

The home is clean but does not feel homely. There are communal areas that need repainting, there is residue of stains on the walls and some doors, and door frames need repainting. The garden is not well maintained; the grass is overgrown, there are weeds and a broken goal post. There are no pictures or photographs displayed around the home. The child does not benefit from a well-kept environment.

Due to the child's complex needs, at times he struggles to develop relationships, including with staff. The manager has made good efforts to support and attempt to resolve any issues. The child is now starting to develop trusting relationships with staff. During the inspection, staff were observed to be patient and kind.

There have been some previous issues with facilitating the child's family time due to technology issues. The manager quickly resolved this, and the child is being helped to manage time with his family in challenging and sensitive circumstances.

One child has moved on from the home in difficult circumstances. This move was necessary to keep children safe. The child has been supported to experience a positive ending.

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

Staff have the appropriate safeguarding training and understand safeguarding procedures. The staff are confident and well equipped to manage safeguarding incidents.

There have been a few incidents during which the police have supported staff. The child's behaviour support plan is detailed and thorough. The plan includes strategies and guidance on how to manage behaviours effectively. The plans are overseen by the in-house mental health practitioner. Staff understand how to support the child and what he needs to manage his feelings. Staff are managing his behaviours effectively. Staff have not needed to request police support for several months.

The staff occasionally use low-level physical interventions, which are appropriate and proportionate. The manager ensures that the child is spoken to following interventions. This close monitoring means that the manager has good oversight and that physical interventions are used minimally.

There have been two incidents of the child going missing from home. The child is offered independent interviews following incidents. Staff welcome him back when he returns. There has been a notable decrease in these incidents.

Allegations are managed promptly and effectively. The manager and staff follow safeguarding policies and procedures. Effective action helps to keep the child safe.

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

The registered manager left in August 2021. The home has been consistently overseen by the organisation's regional assistant manager. A manager was appointed in October 2021. They left in January 2022 before registering with Ofsted. A new manager was appointed in February 2022. The manager is in the process of registering with Ofsted. Although children have benefited from continuity of care, there has been a decline in the overall effectiveness of the leadership and management of the home.

It has been identified in a review for the child that he needs therapy input. During the child's review, an action was identified to ensure that he has a therapy plan from the local authority. These actions have not been completed by the agreed date, and the manager has not challenged or advocated on behalf of the child. The child does not have an independent advocate.

The manager's record-keeping is not always well organised. Not all the child's records are up to date. Two of the child's personal education plans were not held in his records and his care plan from the local authority is out of date.

Staff training is generally good. The staff have training with the in-house mental health practitioner. Most of the staff have a relevant level 3 diploma and all the staff are within agreed timescales to achieve the qualification. The staff have individualised training to understand the child's needs.

There have been three occasions when the manager has delayed notifying Ofsted about safeguarding incidents. Two of these occasions have been over a weekend. Delaying notifications reduces Ofsted's ability to monitor the home effectively.

The staff have regular supervision and feel well supported by the manager. The staff say that the manager is approachable and has started to make improvements at the home.

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 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, ensure that any actions agreed in the child's reviews are actioned and that the challenge is made to the relevant person if identified actions have not been carried out.	11 June 2022
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.	11 June 2022

In particular, the standard in paragraph (1) requires the registered person to— provide to children living in the home the physical necessities they need in order to live there comfortably. (Regulation 6 (1)(a)(b) (2)(b)(vii)) In particular, ensure that the environment is homely and well maintained, including the garden.	
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 excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible. (Regulation 8 (1) (2)(a)(viii)) In particular, ensure that the child has an appropriate education provision and that he is helped to return to full-time education.	22 July 2022
The enjoyment and achievement standard is that children take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, cultural, intellectual, physical and social interests and skills. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— develop the child's interests and hobbies; participate in activities that the child enjoys and which meet and expand the child's interests and preferences. (Regulation 9 (1) (2)(a)(i)(ii)) In particular, ensure that staff find creative ways to develop and expand the child's interest and hobbies and that staff offer meaningful activities.	22 July 2022

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; and children are helped to lead healthy lifestyles. (Regulation 10 (1)(a)(b)(c)) In particular, ensure that the child receives specialist support for smoking cessation and sleep hygiene. In addition, ensure that staff have regular informative discussions with the child about these health concerns.	11 June 2022
The registered person must maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c)) In particular, ensure that the child's relevant education plans, formal review minutes and an up-to-date local authority care plan are kept in the child's records.	22 July 2022

Recommendation

- The registered person should have a system in place so that all serious events are notified, within 24 hours, to the appropriate people. The system should cover the action that should be followed if the event arises at the weekend or on a public holiday. ('Guide to the Children's Homes Regulations, including the quality standards', page 63, paragraph 14.13)

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: SC457272

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: Michael Coleman

Registered manager: Post vacant

Inspector

Amy Miles, Social Care Inspector

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