

SC476326

Cambian Childcare Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This children's home is registered to provide care and accommodation for up to five children who have emotional and/or behavioural difficulties. A private company runs this home.

Inspection date: 16 January 2018

This monitoring visit

This home was last inspected in November 2017 and judged to be inadequate. Ofsted served a notice of suspension, for 12 weeks, on 28 November 2017. In addition to this action, 15 requirements were raised as a result of the inspection. These included:

- Ensuring children's needs are met
- The quality and purpose of care
- The views, wishes and feelings of children
- The arrangements for children's education
- The health and medication needs of children
- The quality of children's relationships
- The protection of children
- The quality of leadership and management
- Safe staff recruitment.

The purpose of this monitoring inspection was to review the provider's response to these requirements.

Since the last inspection, no children have lived at the home. As a result, some of the regulatory requirements cannot be fully tested. However, the inspector spent time reviewing files, processes and systems. The responsible individual and a

supporting manager were in attendance during this inspection and were interviewed by the inspector. Staff remain working at the home and were also spoken with as part of the inspection.

The last inspection found that children were not adequately supported with arriving at, or moving on from, the home. Since the last inspection, staff and managers have reviewed their admissions procedures. Staff and managers have developed a new approach to gathering the views and wishes of children, using soft toys. This shows that staff are finding creative approaches to meeting the needs of children. Similarly, there have been improvements to the literature given to children in the home. It is now made clear that bullying is not tolerated and that children will be supported if they raise complaints or concerns. This has been supplemented by additional staff training in this regard.

Following the inspection in November 2017, the organisation has completed a detailed review of the home and, in addition to the requirements raised by Ofsted, has also identified areas to further improve. This has resulted in positive changes to staff training, recording systems and processes used in the home. For example, to support staff training, risk assessments for previous children living in the home have been revised and further detail added. This has resulted in a reflective exercise where staff have been supported to review how risk was previously managed. This learning has informed the new risk assessment format. This means that staff have a clearer understanding of managing risks relating to children. Similarly, managers have supported staff to extend this review of children's files to cover all aspects of the care provided at the home.

Reflective work has taken place about how effectively children were supported in education, therapy, healthcare and accessing other services for support. In response to these findings, and the requirements from the last inspection, improvements to care planning have been put into place. This is underpinned by a new and improved auditing framework which has drawn on the skills and experiences of other managers from within the organisation. Managers expressed to the inspector that there is a desire to learn from previous experience and use this knowledge to make, and sustain, improvements at the home.

Since the last inspection, there has been, and continues to be, extensive work taking place to improve the home's environment. For example, new carpets are planned and there has been widespread redecoration. New furniture has been put into place and staff have been actively involved in shaping how the home is now being presented. This has led to enthusiasm in the staff team.

Staff have used the period of the home's suspension to refresh their skills, increase their knowledge and consolidate their learning and experiences. The inspector was told by the staff that they feel better equipped and have benefited from the recent training.

The organisation has supported managers from other homes to make improvements

at this home. The responsible individual, along with other senior managers, is providing ongoing support to the home's registered manager. This has resulted in ideas being shared and strategies being developed. Similarly, staff have been able to work in other homes across the organisation. No new staff have joined the home since the last inspection. The organisation has reviewed its recruitment processes, and managers are clear on the level of checks required when recruiting persons to work at the home. Staff training has been delivered, both face to face and through staff accessing online resources. Further training is planned for staff between now and the middle of February 2018.

There is one requirement that is judged as unmet. This relates to the supervision of staff. Some staff have worked in other homes and have received supervision from the managers of these homes. However, to date, the management of this home has not formally supervised its staff team since the last inspection. The requirement from the last inspection is repeated.

Ofsted will continue to monitor this service and a further full inspection will take place in due course.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/11/2017	Full	Inadequate
16/01/2017	Interim	Improved effectiveness
24/08/2016	Full	Requires improvement
19/02/2016	Interim	Improved effectiveness

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 and have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(b)(c))	20/02/2018

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC476326

Provision sub-type: Children's home

Registered provider: Cambian Childcare Ltd

Registered provider address: Cambian Group, 4th Floor Waterfront Building,
Chancellors Road, Hammersmith Embankment, London W6 9RU

Responsible individual: Bethan Davies

Registered manager: Victoria Lindup

Inspector

Pete Hylton, social care inspector

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