

SC476326

Registered provider: Cambian Childcare Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company. It provides care for up to five children with social and emotional difficulties.

The manager is not yet registered with Ofsted.

Inspection date: 23 March 2022

Date of last inspection: 23 June 2021

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged requires improvement to be good at the last full inspection. At the interim inspection, Ofsted judges that it has declined in effectiveness.

At the time of this inspection, two children were living at the home.

The home environment requires attention. The children's bedrooms were observed to be personalised and well decorated. However, the carpets throughout the home were heavily stained, there were marks on walls and the communal spaces were bare. This does not create a welcoming and comfortable environment. During the inspection, the manager explained that there are plans for redecoration to take place.

The transition for the child moving into the home was not adequately planned. Managers failed to ensure that all information was considered within written impact assessments. For example, the manager did not evaluate whether the staff in the home could support the child when he struggles to regulate his behaviours and becomes violent and a risk to himself. In addition, the manager has failed to ensure that the child is registered with all local health services, despite the local authority indicating that the child may have undiagnosed health needs. This impacts on staff's ability to understand the child's needs and offer suitable care.

Risk management practice is inadequate. When it is agreed that a child is to be supported by a period of increased staff supervision, this is not always provided. On one occasion, when the agreed level of supervision was not provided, a significant incident occurred where the child demonstrated violence and aggression, poured water from a kettle over the supporting staff member and locked her out of the home. There was not a lone-working risk assessment in place and the unplanned reduction in staff support impacted the staff member's ability to respond to the child's escalating behaviour. This approach to safeguarding fails to protect children and staff.

The records of physical interventions are poor and lack sufficient scrutiny to ensure that staff responses are appropriate and proportionate. Physical restraint records do not always contain all the required information, such as the preventative steps taken by staff and the duration of the intervention. Furthermore, children are not always provided with the opportunity to discuss the intervention. This leaves children vulnerable and compromises their safety. In addition, this fails to demonstrate that the manager has a clear overview of incidents in the home.

The recording of incidents in the home is poor. For example, during the inspection, the manager informed the inspector that a television had been broken by a child. It was then identified that there were no records of this incident to explain how this

happened. This demonstrates a lack of effective oversight and ineffective recording, which leaves children vulnerable and could compromise their safety and progress.

The recruitment of staff is not safe. Managers have failed to carry out necessary checks to ensure that staff working in the home are suitable to work with children. For example, during the inspection, managers were unable to provide evidence that Disclosure and Barring Service checks were undertaken for four agency members of staff who had been working in the home. In addition, where there had been concerns about staff members' suitability, the appropriate measures had not been followed to mitigate risk. For example, managers failed to follow a risk assessment for a member of staff who has a conviction for actual bodily harm. This does not provide assurance that staff who work with children are safe to do so.

Management oversight of staffing arrangements is inadequate. Strategic planning about who is working in the home is not sufficient. The home's rota is not up to date to reflect who has worked with the children. Therefore, it cannot be determined if children have received sufficient and safe care.

Furthermore, the children living in the home have not received consistent care. Since the last inspection in July 2021, 16 members of staff have left the service. Leaders and managers have failed to reflect or understand the impact and reasons for staff members leaving the home. This practice impacts on the child's ability to form meaningful relationships and demonstrates inadequate management oversight of the staffing arrangements in the home.

Not all staff have completed mandatory training and there are identified gaps in training which is specific to the needs of the children living in the home. In addition, managers were not able to provide assurance that the 13 staff and covering staff have the sufficient skills. Therefore, the manager cannot demonstrate that staff are suitably trained in understanding and responding to children's risks and needs.

The arrangements for staff supervision and induction are poor. Staff who have joined from within the organisation or agency staff have not had the opportunity of an induction which is specific to the operation of this home. In addition, staff supervision is not reflective and lacks accountability. For example, when staff raise concerns about the running of the home, limited action is taken. The lack of support and effective oversight limits the opportunity to improve practice. This inadequate leadership has an impact on the provision of care.

Children's case files do not contain all the information required. For example, staff do not have access to the child's latest education, health and care plan. This impacts on their ability to provide coordinated care. This shortfall was raised at last inspection and remains.

Management oversight and monitoring of the home are inadequate. Managers have failed to address requirements made at the previous inspection. This means that little progress has been made, and repeated regulatory shortfalls remain a concern. As a result, the quality of care afforded to children is inadequate.

Following this inspection, a notice to restrict the home's registration was issued along with two compliance notices under regulations 13 and 32. Ofsted will undertake a further unannounced visit to monitor the home's progress.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/06/2021	Full	Requires improvement to be good
07/01/2020	Full	Good
12/03/2019	Interim	Improved effectiveness
09/10/2018	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
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— provide to children living in the home the physical necessities they need in order to live there comfortably; ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child. (Regulation 6 (1)(a)(b) (2)(vii)(c)(i)) This specifically relates to the registered manager ensuring that the environment is improved and meets the needs of the children in the home.	1 May 2022
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— an understanding about acceptable behaviour. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to develop socially aware behaviour;	1 May 2022

encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding. (Regulation 11 (1)(b) (2)(a)(ii)(iii)) This specifically relates to the registered manager ensuring that they support children to keep safe and promote their well-being. This requirement was made at the last inspection and is restated.	
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; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)) This particularly relates to the registered manager ensuring that risk assessments are up to date and used in practice. This requirement was made at the last inspection and is restated.	1 May 2022
*The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare.	1 May 2022

In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home’s statement of purpose; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for each child; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(c)(d)(h)) This relates to ensuring that there are sufficient staff and that they have received mandatory training and training which is specific to meet the needs of the children. Additionally, the manager must review and evaluate the quality of care and implement monitoring systems to bring improvement.	
The care planning standard is that children— receive effectively planned care in or through the children’s home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that arrangements are in place to— manage and review the placement of each child in the home; that each child’s relevant plans are followed. (Regulation 14 (1)(a)(b) (2)(b)(ii)(c)) This specifically relates to the registered manager ensuring that children’s transitions into the home are planned effectively.	1 May 2022
*The registered person must recruit staff using recruitment procedures that are designed to ensure children’s safety.	1 May 2022

The registered person may only— employ an individual to work at the children’s home; or if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3). The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a)(b) (3)(d)) This specifically relates to the registered manager ensuring that all gaps in employment are checked and information about the worker is clear and consistent.	
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)) This specifically relates to ensuring that staff receive appropriate supervision and appraisal.	1 May 2022
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— details of the child’s behaviour leading to the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure;	1 May 2022

the effectiveness and any consequences of the use of the measure; within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and has signed the record to confirm it is accurate. (Regulation 35 (3)(a)(ii)(iv)(v)(vii)(b)(i)(ii)) This specifically relates to the provider ensuring that recording of interventions used is clear.	
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. (Regulation 36 (1)(a)(b)) This specifically relates to ensuring that a child's up-to-date education, health and care plan and education plan is in place.	1 May 2022
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. The registered person must— maintain in the home the records in Schedule 4. (Regulation 37 (1) (2)(a)) This specifically relates to the home having an up-to-date rota.	1 May 2022

* These requirements are subject to a compliance notice.

Information about this inspection

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full 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: SC476326

Provision sub-type: Children's home

Registered provider: Cambian Childcare Limited

Registered provider address: Metropolitan House, 3 Darkes Lane, Potters Bar, Hertfordshire EN6 1AG

Responsible individual: John Ryan

Registered manager: Post vacant

Inspector

Sophie Hills, Social Care Inspector

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