

1237027

Registered provider: Jamores Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned home for three children who have emotional and/or behavioural needs, and/or a mental disorder, and/or a learning disability. The provider has four children's homes registered with Ofsted.

The registered manager was registered by Ofsted in 2016.

Inspection date: 4 February 2019

Judgement at last inspection: requires improvement to be good

Date of last inspection: 30 May 2018

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 sustained effectiveness.

Since the last inspection, a new manager, who was intending to take over the role of registered manager, has left the service and a new deputy manager has been appointed. The registered manager remains in post. Two children are currently in placement. The previous inspection highlighted a number of shortfalls, most of which have been resolved successfully. Some shortfalls remain unresolved.

The previous inspection found that the home's staffing rota did not accurately convey the hours and shifts worked by individual staff members; this remains the case. The home's rota does not accurately correspond to information in the staff sign-in book. The sign-in book confirms shifts worked by staff. Managers acknowledge this discrepancy and acknowledge that this remains a breach of the regulations.

Managers' vetting practice of new staff is not sufficiently thorough. This was highlighted as a weakness at the last inspection and remains unresolved at this inspection. Managers are unable to produce confirmation of staff's formal qualifications. Since the last inspection, team members have enrolled on appropriate training courses.

Managers continue to fail to provide all staff with consistent formal and individual supervision. In some cases, staff personnel files identify significant gaps in the frequency of staff supervision. This does not confirm that managers are providing adequate support to staff. Similarly, managers do not consistently carry out staff annual appraisals. Training opportunities for the staff team show some improvement since the last inspection.

The quality of staff's recording has improved. This includes records of the home's admissions and discharges, and positive handling guidelines. However, further improvements are needed in staff's recording of when children go missing and when staff restrain children.

There have been a number of safeguarding notifications forwarded to Ofsted. Some of these have not been promptly forwarded as required.

The home's statement of purpose has been revised. The home has undergone a programme of repair and redecoration. The reception area and children's bedrooms are now well presented, well decorated, and equipped with appropriate furniture. Children say that they are happy with their surroundings.

The home's two front doors have now been covered appropriately to ensure the privacy

of children and others.

The home has received a number of complaints since the last inspection. Some of these have been made by children. Records of complaints demonstrate that issues are thoroughly and sensitively managed. The outcomes following complaints are now well documented. The management of allegations against staff is also thorough, and records are clear and detailed.

Children make steady progress and are happy living in the home. A child told the inspector, 'The staff here are alright, my room is OK, the food is fine. Everything is fine.' These sentiments were echoed by a parent and a local authority social worker during the inspection. The social worker commented, 'There is good communication with the staff team, and they get back to me promptly. I have no concerns.' A child's parent said, 'I'm happy for him to be here. He's in safe hands. Staff care for him; they are polite and nice. They treat him as family.'

There are significant shortfalls in the leadership and management of the home. This requires prompt resolution if the home is to be considered a good service.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/05/2018	Full	Requires improvement to be good
02/10/2017	Full	Requires improvement to be good
20/06/2017	Full	Inadequate
15/11/2016	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
<p>Other records</p> <p>Schedule 4 sets out the other information that the registered person must keep in relation to a children's home.</p> <p>The registered person must—</p> <p>maintain in the home the records in Schedule 4; and ensure that the records are kept up to date. (Regulation 37(1)(2)(a)(b))</p> <p>In particular, this relates to staff rotas.</p>	01/05/2019
<p>Fitness of workers</p> <p>The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety.</p> <p>The registered person must obtain full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32(3)(d))</p>	01/05/2019
<p>Employment of staff</p> <p>The registered person must ensure that all employees—</p> <p>receive practice-related supervision by a person with appropriate experience; and</p> <p>have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33(4)(b)(c))</p>	01/05/2019
<p>The leadership and management standard</p> <p>In order to meet the leadership and management standard, the registered person must:</p>	01/05/2019

<p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. This relates to the monitoring of the adequacy of key records. (Regulation 13(2)(h))</p> <p>In particular, key records should include information about children who go missing and records of restraint incidents.</p>	
<p>Notification of a serious incident</p> <p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation;</p> <p>an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious;</p> <p>there is an allegation of abuse against the home or a person working there;</p> <p>a child protection enquiry involving a child — is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or</p> <p>there is any other incident relating to a child which the registered person considers to be serious.</p> <p>(Regulation 40(a)(b)(c)(d)(i)(ii))</p>	<p>01/05/2019</p>

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.

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.

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: 1237027

Provision sub-type: Children's home

Registered provider: Jamores Limited

Registered provider address: 2 Thames Innovation Centre, Studio 52, Veridion Way, Erith DA18 4AL

Responsible individual: James Adebayo

Registered manager: Ebunoluwa Ajakaye

Inspector

Sandra Jacobs-Walls, social care inspector

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