

1237027

Registered provider: Jamores Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned children's home provides care for up to three children. The provider cares for children between the ages of eight and 16 years old who may have social and emotional difficulties and learning difficulties.

The manager has been in post since 2016.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

Inspection dates: 28 to 29 April 2021

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: 3 February 2020

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/02/2020	Interim	Improved effectiveness
25/06/2019	Full	Good
04/02/2019	Interim	Sustained effectiveness
30/05/2018	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Children living in the home make good progress in all aspects of their lives. Children learn age-appropriate independence skills. Examples include cooking, helping with shopping, tidying their bedrooms and travelling to school independently. Children's other notable achievements include improved bedtime routines and socialisation skills.

Children enjoy lots of activities inside and outside their home. They choose their favourites, such as trampolining, virtual girl guides and visits to the park and the funfair. Additional weekly incentives help to encourage children's positive behaviour. Children learn to settle in bed on time and attend school and choose their rewards, such as a recent trip to the zoo.

Children learn to respect boundaries. They agree and sign age-appropriate behaviour contracts and largely follow these. This helps children understand the house rules and they learn to share with each other.

Children have a voice in the home. Staff respond quickly to requests, such as replacement batteries for the home's electronic keyboard or an internet search for a local youth club. Children contribute to their weekly reports. They share their 'top three moments at home' and have written comments such as 'I had a great week,' 'staff helped me,' and 'I have learned to speak in a calm tone.'

All the children have a school place. Staff work hard to ensure that children maintain consistent school attendance. This includes staff travelling and supporting a child in school during the school day. As a result, the child remains settled at school and engages in their learning. School staff praised this staff commitment as 'above and beyond'.

The home's premises are well maintained and comfortable. The building is safe and secure. However, during the inspection, the inspector found some items of discarded furniture at the rear of the garden. This detracts from the homely environment. The inspector found that the children's guide does not have the correct children's age admission criteria nor reflect the interior of the home. This may confuse children when they come to live in the home.

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

Staff complete clear and detailed children's risk assessments. These alert staff to children's known risks and help staff to keep children safe, both inside and outside of the home.

Children respond well to staff's behaviour support strategies. Staff help children to manage any difficult emotions and they successfully de-escalate any challenging

behaviours. As a result, any challenging behaviour reduces. Staff rarely use physical restraint to manage challenging behaviour. Children spoken with said that they feel safe living in the home.

Leaders and managers ensure that the home's care planning processes are effective. They make child-centred decisions when exploring possible new placements. Together, the manager and staff team consider potential new placement referrals in detail. Detailed impact risk assessments set out comprehensively any impact there may be on the children already living in the home. This means that placements are well thought out, and children can remain settled in the home.

The home employs art and dance therapists. The therapists help children to understand and reflect on their personal history. Therapeutic support enables children to learn personal self-calming routines and also re-establish positive family contact.

Staff undertake therapeutic training modules. As a result, children benefit from and receive care from staff who understand loss, attachment and trauma and the impact this can have on children's behaviours and emotional well-being. Staff are able to create a caring environment which enables children to thrive. One professional noted that 'Children are flourishing in their care.' However, not all staff have completed this training. This limits staff's overall knowledge and skills in a therapeutic care approach.

The effectiveness of leaders and managers: good

The home is run by an experienced registered manager, who is supported by a 'home manager' and a fully staffed team. All the staff have a suitable residential children's home qualification or are currently undertaking it.

Staff ensure that communication with parents and professionals is cohesive. Professionals describe the staff as passionate, dedicated and committed to the care of children in the home. A parent said that 'staff teach them skills for life', while a professional said that, 'X has left the home a changed person due to the nurture, consistency and stability that staff have provided.'

The leaders' and managers' overview of the home is effective. The home's service development plan sets out details to further raise standards and practice in the home. This includes some refurbishment of the home and developing a tailored children's progress tracker.

However, during the inspection, the inspector found that several children's documents and other records contained an incorrect spelling or were not signed or processed by the staff according to the home's recording systems. Although these shortfalls have not placed children at risk or impacted on their welfare, these mistakes and omissions limit the robustness of audit trails.

The home has a website. At the time of the inspection, the home’s statement of purpose was not available on the website. The inspector was told that the website was being redeveloped.

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>The registered person must maintain records (“case records”) for each child which—</p> <p>include the information and documents listed in Schedule 3 in relation to each child;</p> <p>are kept up to date; and</p> <p>are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c))</p> <p>In particular, the registered person must ensure that all staff follow the home’s recording systems and procedures.</p>	31 August 2021
<p>If a home has a website, the registered person must ensure that a copy of the statement of purpose is published on that website unless the registered person considers that such publication would prejudice the welfare of children in the home. (Regulation 16 (4))</p>	31 August 2021
<p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children’s home that—</p> <p>helps children aspire to fulfil their potential; and promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(a)(b) (2)(c))</p>	31 August 2021

<p>In particular, the registered person must ensure that all staff undertake training to meet the particular needs of children accommodated in the home as set out in the home's statement of purpose.</p>	
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Recommendations

- The registered person should review and update the children's guide as necessary, and make sure children are given an explanation of any changes. In particular, reference to the admission age of children to the home and the description of the home should be revised. ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.8)
- For children's homes to be nurturing and supportive environments that meet the needs of children, they will in most cases, be homely, domestic environments. In particular, the registered person should clear the garden area of discarded furniture. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9)

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: 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: Caroline Wilson

Registered manager: Ebunoluwa Ajakaye

Inspector

Victoria Jones, Social Care Inspector

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