

1234166

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 with emotional and/or behavioural difficulties.

The home was registered with Ofsted in 2016. The manager registered with Ofsted in 2019.

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.

We last visited this setting on 8 and 9 September 2020 to carry out an assurance visit. The report is published on the Ofsted website.

Inspection dates: 17 to 18 August 2021

Overall experiences and progress of children and young people, taking into account	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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 8 May 2019

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/05/2019	Full	Requires improvement to be good
25/02/2019	Interim	Declined in effectiveness
11/09/2018	Full	Good
18/12/2017	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

Children develop trusting relationships with staff. They make good progress in all aspects of their lives and thrive from their positive experiences. A professional wrote, 'Staff are emotionally attuned and work hard to empower children to make positive changes.' Another professional wrote, 'The work they have done with my young person has been transformative.'

Staff regularly review children's individual progress. Their dedicated support has helped children to make good progress, such as learning to ride a bike, reducing the fear of domestic pets, achieving healthy weight gain, and increased independence and social skills, alongside a reduction in self-harmful behaviour. Children enjoy incentives such as progress certificates or individual reward choices, such as an aquarium. A short-break summer holiday is planned for the children to celebrate their successes.

Staff and children share mealtimes and birthday celebrations, which helps to encourage group participation and good relationships. Staff take particular care to understand children's emotional connections. For example, one child was able to take their much-missed family dog for a walk and was able to visit friends at the youth club they had previously attended. A member of staff said, 'The manager puts the children at the centre and makes sure their views are listened to and gives them the full support they need.'

Staff are resourceful in overcoming any barriers to children's education. Staff successfully challenge and advocate for children. This helps to ensure that children have access to formal education. All the children living in the home engage in education and exam successes are celebrated.

Staff actively support children's cultural identities. They make arrangements for children to continue to attend church, alongside celebrating religious and cultural festivals. Staff proactively address children's emerging identities. For example, recent meetings and key-working sessions have helped children to understand their sexuality and gender.

Staff take time to support children when they move from the home. Children benefit from positive planned transitions to alternative care arrangements or a return home to their families. Transition planning also includes post-transition visits from staff to children's new homes, if appropriate. Children who leave the home say that they miss living at the home and they often return to talk with staff.

The home is a suitable three-bedroomed home. At the time of the inspection, the downstairs toilet was leaking and a hall light was not working. The registered manager reported that the home is due to be redecorated and that there is ongoing maintenance.

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

Children benefit from the support of a therapist who offers them regular individual therapeutic support and advice. This helps children to learn creative coping strategies and helps to improve their self-esteem. Children spoken to by the inspector confirmed that they feel safe living in the home.

Children's personalised behaviour support plans enhance the therapeutic support that they receive. The behaviour support plans help staff to support children's individual complex behaviour needs. For example, support is offered to ensure that children have structured routines, safe spaces, art therapy, water therapy and self-soothing music. Consequently, incidents of challenging behaviour from children reduce.

The registered manager and staff team work hard to support children to re-establish and maintain their family relationships. Children enjoy improved relationships and benefit from safe, quality time spent with family and friends.

Effective safeguarding practice means that children's individual risks reduce from their starting points. Their safety plans and risk assessments are sufficiently detailed and are generally kept up to date. However, one child's particular risk level had not been updated in their risk assessment. This did not impact on the safety and well-being of the child.

During the inspection, an out-of-date food item was found in the fridge. This is contrary to good food hygiene practices. In addition, there was no bread available, which meant that a child could not have toast for breakfast. This does not demonstrate that staff ensure that daily health and safety checks are conducted and that basic food provisions are provided to children.

The effectiveness of leaders and managers: good

The home is managed effectively by a strong leadership team. Since the last inspection, a new manager has been appointed and has registered with Ofsted. Staff describe the registered manager as 'the mother of the home', and that she is, 'a very dedicated manager who is approachable, listens to the children and goes above and beyond to make sure that they reach their desired goal'. The registered manager has been nominated for a national care award for 'going the extra mile'.

Leaders and managers ensure that care planning processes are effective. They make child-centred placement decisions. New referrals are considered by the whole staff team. These arrangements enhance placement matching and decision-making processes.

The registered manager works extensively with the professional network. She actively advocates for children to ensure that children's support needs are met well.

When there are any challenges in the home, leaders and managers take time to reflect and update policies and procedures to reflect any new learning. This demonstrates that leaders and managers are forward thinking and dynamic.

Staff undertake a comprehensive range of training. This includes specialist training to meet the specific needs of the children in their care. The registered manager provides additional staff training and bespoke creative resources. This helps staff provide care that is tailored to each child's individual needs and vulnerabilities.

What does the children's home need to do to improve?

Recommendations

- The registered person should ensure that the home complies with relevant health and safety legislation (food hygiene). In particular, regular fridge checks should be conducted to ensure that no food products remain stored after their sell-by dates. ('Guide to the children's home regulations including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that the downstairs bathroom toilet leak is repaired and the downstairs hall lightbulb is replaced. ('Guide to the children's home regulations including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that regular food shopping for basic items, such as bread, takes place. ('Guide to the children's home regulations including the quality standards', page 15, paragraph 3.8)
- The registered person should ensure that case records are kept up to date. In particular, risk assessments should provide up-to-date information about the risk levels for children. ('Guide to the children's home regulations including the quality standards', page 62, paragraph 14.3)

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: 1234166

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: Silky Kumar

Inspector

Victoria Jones, Social Care Inspector

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