

# Jump Start Centre Limited

Jump Start Centre Limited

Park House, 50 Maldon Road, Witham CM8 1HN

Inspected under the social care common inspection framework

## Information about this adoption support agency

This is a privately owned company. The agency and the manager registered with Ofsted in November 2021.

This is the agency's first inspection. There are currently seven practitioners who provide therapeutic services to 76 adopted children or adults and their families.

The agency provides adoption support services for adopted children and their families in the east of England region. The agency works with children and adults to help strengthen adoptive families post adoption. The agency provides multidisciplinary therapeutic assessments and specialist support.

### Inspection dates: 25 to 27 October 2022

<b>Overall experience and progress of service users,</b> taking into account	<b>good</b>
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How well children, young people and adults are helped and protected	good
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The effectiveness of leaders and managers	good
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The adoption support agency provides effective services that meet the requirements for good.

**Date of last inspection:** not applicable

**Overall judgement at last inspection:** not applicable

## **Inspection judgement**

### **Overall experiences and progress of service users: good**

This agency provides bespoke packages of care which make a real difference to children and families. The support provided by the agency builds stronger families and prevents family breakdowns. Families say that the agency is one which has held them every step of the way.

The therapists help children and families to develop a greater understanding of attachment and trauma and how these continue to affect them. The therapists help them to develop strategies to cope with difficult situations and become more resilient as a family unit. Children, families and professionals describe the therapeutic support provided as 'life changing'.

Therapists successfully build trusting relationships with children and families through sensory-based therapies. The transparent and child-focused approach to working with children and families ensures a working partnership. As a result, children and families trust therapists. Children look forward to therapy and rate the therapeutic service as '10 out of 10'.

Children enjoy the creative therapeutic activities, such as games in the gym, sand play, artwork and nature walks. Therapists work in partnership with families to achieve agreed goals. The therapy evolves and is provided in accordance with the child's and family's needs.

The introduction of a children's champion has ensured that the child's voice is included in all agency activity from the point of referral. The children can see that the agency makes changes because of their feedback.

The agency provides detailed and insightful assessments. Parents say that they are impressed with how quickly therapists gauge the support needed. Children's support needs are communicated in the assessment reports provided to parents and commissioning professionals. One parent said, 'It was the first time that we as a family felt we had really been actually seen.' The quality of the assessment reports makes the therapeutic objectives clear. Good-quality reports have enabled families to access other specialist support services which would otherwise not have been available.

### **How well children, young people and adults are helped and protected: good**

Children and families are helped to understand their personal histories and the effects of their traumatic experiences. Trusting relationships help the children to explore their backgrounds safe in the knowledge that they are emotionally supported.

The therapists prioritise the safety of children and families and understand their risk factors. They help children and families to develop strategies to reduce risks, such as self-harm. Safeguarding concerns are reported to the appropriate agencies. The agency has recently introduced a low-level concerns policy. This policy guides therapists about when to share well-being concerns. This approach supports children's ongoing safety and, in some cases, has secured additional family support.

The therapists help parents to understand that children's behaviours are a means of communication. They guide parents in how to prevent and manage difficult behavioural situations. The therapists help the children to identify vocabulary to communicate their distress and develop coping strategies. This support reduces behavioural incidents and other difficulties. Consequently, parents and children feel safe, secure and happy. One child said that the support they received has helped them 'want to live'.

The systems in place to ensure the suitability of staff require further work. There is a lack of attention to detail and some recruitment checks are not fully implemented. The recruitment records for one therapist did not identify a gap in employment. The manager lacked understanding of the Disclosure and Barring Service (DBS) update service. Consequently, a current DBS check was unavailable in two of the recruitment files sampled. There is no information to suggest that either person presented a concern. However, the agency has failed to obtain enough information to ensure an informed judgement of employment suitability.

### **The effectiveness of leaders and managers: good**

The manager is an experienced practitioner who has high expectations of the staff team. This has ensured consistent and high-quality therapeutic adoption support. The manager is visible and approachable. Managers lead by example and are described by staff and families as 'inspirational'.

The staff are well supported and say that they love working for the agency. The therapy staff benefit from case management and clinical supervision. A reflective culture of learning is embedded throughout the agency. A reflective non-judgmental approach is shared by the staff team. This, combined with the non-hierarchical approach to management, supports an open culture.

The staff benefit from good training. The therapists benefit from a range of relevant core training within the first six months of their employment. The agency is committed to the ongoing professional development of staff. Therapists have been able to undertake a wide range of specialist training to support their practice. There are close links with the University of Essex and national leads in the models of sensory integration and sensory attachment. These links enable practitioners to remain up to date with the latest research and developments in the field.

Complaints are rare. When these are received, they are thoroughly investigated and well managed. The manager uses learning from complaints to make improvements.

The agency is valued by children and families, who say that they are sad when their therapeutic sessions end. The agency works well with partner professionals, who describe this as 'the agency of choice'.

The children, families, managers, commissioners and individual therapists share positive views about the impact the agency has on adoptive families. The manager has effective monitoring systems in place for most agency activities, which gives them a strong understanding of the quality of the service. However, there is lack of attention to detail, such as the shortfalls identified in staff recruitment files.

## What does the adoption support agency 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, the Adoption Support Agencies (England) and Adoption Agencies (Miscellaneous Amendments) Regulations 2005 and the national minimum standards. The registered person(s) must comply within the given timescales.

Requirement	Due date
<p>The registered person shall not—</p> <p>employ a person to work for the purposes of the agency unless that person is fit to work for the purposes of the agency.</p> <p>For the purposes of paragraph (1), a person is not fit to work for the purposes of an agency unless—</p> <p>he is physically and mentally fit for the work he is to perform; and</p> <p>full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 2. (Regulation 19 (1)(a) (2)(c)(d))</p>	21 November 2022

### Information about this inspection

Inspectors have looked closely at the experiences and progress of children, young people and adults, using the social care common inspection framework.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the adoption support agency, how it meets the core functions as set out in legislation, and to consider how well it complies with the Adoption Support Agencies (England) and Adoption Agencies (Miscellaneous Amendments) Regulations 2005 and the national minimum standards.

## **Adoption support agency details**

**Unique reference number:** 2637241

**Registered provider:** Jump Start Centre Limited

**Registered provider address:** 50 Maldon Road, Witham, Essex CM8 1HN

**Responsible individual:** Adriana Osborn

**Registered manager:** Claire Pemrick

**Telephone number:** 07885732489

**Email address:** info@jumpstartcentre.co.uk

### **Inspector**

Joanna Heller, Social Care Inspector

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