

# 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 with social and emotional difficulties.

There were three children living at the home at the time of this inspection.

The home and the manager were registered with Ofsted in June 2016.

### Inspection dates: 22 and 23 November 2022

**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:** 28 April 2021

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
28/04/2021	Full	Good
03/02/2020	Interim	Improved effectiveness
25/06/2019	Full	Good
04/02/2019	Interim	Sustained effectiveness

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Children settle well into the home and make good progress from their starting points. One child has learned to travel independently to school and enjoys their independence. Children make and sustain meaningful relationships with a consistent staff team. These relationships are warm and nurturing. As a result, children feel safe and well cared for.

Children are able to stay in touch with their families, friends and other people who play a significant role in their lives. Each child's views and wishes regarding the nature and extent of time they spend with people who are important to them are respected, and plans are put in place to make this safe and meaningful. One parent reported that staff had helped the family to improve their relationships and understand their child's needs. As a result, the plan is now for the child to return to the care of their parent.

Children make good progress in education. Staff are proactive and advocate well for all the children to ensure that they receive the appropriate education. For example, children who experienced difficulties attending education prior to moving into the home now access full-time education and are enjoying learning and making new friendships. Feedback from schools and social workers reflects this progress, with one teacher reporting that the support and communication from the home had been consistently excellent.

Children's views are listened to. Children have the opportunity to share their views in weekly house meetings and with their key workers. Children's complaints are recorded and responded to. As a result, children are more settled and have positive experiences in the home.

Children enjoy a range of activities, including going on holiday, trips to the park and having fun at home on the trampoline. Staff support and encourage children to develop their interests and talents, such as baking and bike riding. This helps children to learn and develop their skills.

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

Children's known and potential risks are well understood by staff. Children's risk assessments and behaviour support plans are robust, with child-friendly versions for the children. They clearly identify risks to children and include clear actions to help staff to support children. Staff are curious, observant and proactive. They notice when children's behaviours change and are able to ascertain what is going on for them. This helps to keep children safe and provide them with any additional support that might be necessary.

Children's individual positive behaviour support plans are effective. Staff set consistent boundaries and routines for children. There is a clear reward system that

promotes and encourages positive behaviour. This has reduced the number of incidents in the home.

Incidents of children going missing from the home have significantly reduced. Staff are proactive and maintain contact with the relevant professionals when children go missing from home. Incidents are thoroughly reviewed, with appropriate debriefs, and risk assessments are updated. This ensures that staff understand what is happening for children and helps to reduce risk.

Safeguarding practice is strong. Staff have a good understanding of whistle-blowing procedures. Leaders and managers take allegations of harm seriously and act promptly when issues arise. However, leaders and managers do not consistently notify Ofsted promptly of all significant incidents as required. This delay in reporting serious incidents compromises the regulator's external oversight of the home.

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

The home is led and managed by an experienced registered manager who has a child-centred approach. The manager has high aspirations for the children and is a strong advocate for them. As a result, children settle well and make good progress from their starting points.

Professionals are positive about the impact staff have on children's progress. For example, two social workers commented on how well the children had settled into the home despite difficulties experienced prior to moving into the home. Leaders and managers work well with children's professional networks. This results in a shared approach to providing the child with good-quality care and support.

Staff receive regular and effective supervision. Supervision focuses on children's needs, experiences and plans. Safeguarding issues are discussed, as well as staff development needs. Staff morale is positive. Staff feel well supported and report that the care provided to children is of a high level. Staff retention is good, and this provides stability and consistency of care to children.

Leaders and managers know the home's strengths and areas for development. There are effective monitoring systems in place to ensure that leaders and managers consistently review the quality of care provided to children. However, a requirement raised at the last inspection is still outstanding. In addition, reports from the independent person show that visits always take place during school time. This compromises the scrutiny of the home and the care provided to children.

The home's physical environment is well maintained and safe for children. The home is warm and welcoming and has a family atmosphere. This helps children to feel comfortable in their home.

## 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>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> <p>This requirement is restated from the last inspection.</p>	31 January 2023

## Recommendations

- The registered person should have a system in place so that all serious events are notified, within 24 hours, to the appropriate people. The system should cover the actions that should be followed if the event arises at the weekend or on a public holiday. Notification must include details of the action taken by the home’s staff in response to the event. In particular, the registered person should ensure that all serious incidents are notified promptly. (‘Guide to the Children’s Homes Regulations, including the quality standards’, page 63, paragraph 14.13).
- The registered person should ensure that the individual appointed to carry out visits to the home as an independent person undertakes a rigorous and impartial assessment of the home’s arrangement for safeguarding and promoting the welfare of the children in the home’s care. In particular, the registered person should ensure that the independent person’s visits are both announced and unannounced, at a time when children are at home, and that the report reflects the functioning of the home. (‘Guide to the Children’s Homes Regulations, including the quality standards’, page 65, paragraph 15.5).

## 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

Dorothy Thompstone, Social Care Inspector

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