

1234166

Registered provider: Jamores Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned 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 was registered with Ofsted in 2016. The manager registered with Ofsted in 2019.

Inspection dates: 17 and 18 January 2023

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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 17 August 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/08/2021	Full	Good
08/05/2019	Full	Requires improvement to be good
25/02/2019	Interim	Declined in effectiveness
11/09/2018	Full	Good

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. They make and sustain meaningful, warm and nurturing relationships with a consistent staff team. One child has lived at the home for over two years. Overall, children feel safe and well cared for.

Children receive child-centred care. They are helped and supported to build positive relationships with each other. Staff are skilled in identifying any concerns about bullying and work with children to help them to understand the risks, learn to live with each other and build appropriate relationships. Children are supported to manage difficult life experiences, which helps them to develop coping strategies and build resilience, enhancing their growth and development.

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

Staff recognise the value of children maintaining positive family relationships. Children are sensitively supported to spend time with their family and others who are important to them. The manager and staff support children and families to overcome any difficulties in their relationships, and they advocate for children. As a result, children spend more quality time with their families.

Children make good progress in their education. Staff are proactive and advocate well for children to ensure that they receive an appropriate education provision. They work with the professional network to ensure that children who are struggling with their education have alternative plans. This ensures that children remain in education and make progress from their starting points.

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

Children say that they feel safe. They can identify a trusted person to talk to if they have any worries or concerns. The stable and consistent home environment, together with the warmth and confidence of the staff, helps children to feel safe and secure.

Children receive appropriate help and support to manage their behaviour and feelings. Good behaviour is encouraged with positive reinforcement and praise, which children respond to appropriately. This has resulted in a reduction in incidents and provides children with positive experiences of care.

Staff work closely with other agencies to ensure that appropriate action is taken to keep children safe. However, all known risks and vulnerabilities are not always

explored when children's circumstances change. For example, one child who regularly goes missing from home and is at risk of child sexual exploitation does not have a risk assessment to manage this risk. This limits how well children are helped to keep themselves safe.

Children receive a well-coordinated response when they are missing from home. Staff understand the risks when children are missing and have a good understanding of the missing-from-home protocol. The manager and staff work effectively with other professionals when children are missing from home. They ensure that children receive independent return home interviews to gather important information to help to manage and reduce risks.

Children are supported to understand the risks posed to them when accessing the internet. Staff use individual sessions with children to help them to develop their knowledge and understanding of the risks. There are effective strategies and monitoring systems in place to address any concerns raised. As a result, children are kept safe when playing and working online.

Key-work sessions focus on children's individual needs and are in line with their plans. The frequency of planned and unplanned key-work sessions ensures that key-work sessions are relevant to the children and what is happening in their lives. Staff use information about children to plan effective key-work sessions. Positive relationships between staff and children enable key-work sessions to be meaningful and beneficial for them.

The effectiveness of leaders and managers: requires improvement to be good

The home is led and managed by a committed and experienced registered manager. The manager and staff know the children well and hold high aspirations for them. Feedback from children, professionals and parents about the leaders, managers and staff is positive.

Leaders and managers regularly work proactively with other professionals and build positive relationships with parents. Professionals and parents receive regular updates about the progress and experiences of children. However, safeguarding information shared by the placing local authority when a new child moved into the home was not promptly followed up to ensure that appropriate action was taken.

Leaders and managers are well informed and have a clear understanding of the progress that children make. They recognise when children are struggling and if the care provided is not meeting their needs. One child who was struggling to settle in the home is now settled and making good progress. Leaders and managers work with the professional network to ensure that alternative plans are in place for children when necessary. This helps children to get the right support to meet their needs and provides them with stability.

Staff understand their roles and responsibilities and undertake relevant training. Team meetings demonstrate that staff are able to reflect on practice and the needs of children. Staff benefit from regular supervision, covering a broad agenda. Supervision sessions are reflective, offer staff support and guidance and consider the needs and progress of children.

Children's records are comprehensive and reflect their everyday lives. Children's care plans are written from the child's perspective, which gives them more meaning and brings them to life. However, some children's files do not include placing authority care plans. This reduces the manager and staff's understanding of children's needs and progress.

The home's physical environment is safe for children. However, repair work, including repairs required in the children's bedrooms, is not carried out promptly. For example, one child's bed is broken. This does not demonstrate that children are provided with a warm and comfortable home environment.

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child;</p> <p>help each child to understand how to keep safe;</p> <p>have the skills to identify and act upon signs that a child is at risk of harm. (Regulation 12 (1) (2)(a)(i)(ii)(iii))</p> <p>In particular, leaders and managers must ensure that children's risk assessments include information about all known risks and that children are helped to learn how to keep themselves safe.</p>	3 February 2023
<p>In meeting the quality standards, the registered person must, and must ensure that staff—</p> <p>if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5 (c))</p> <p>This relates specifically to leaders and managers ensuring that they promptly escalate concerns when they feel that a local authority has not responded appropriately to concerns raised about children.</p>	28 February 2023

Leaders and managers must ensure that all children's files have placing local authority care plans to help them to plan effectively for children.	
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Recommendation

- The registered person should ensure that, for the home to be a nurturing and supportive environment, they continue to repair all areas of the home's interior promptly, including the children's bedrooms. ('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: 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

Inspectors

Dorothy Thompstone, Social Care Inspector
Melvin Davies, Social Care Inspector

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