

1234166

Registered provider: Jamores Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private provider. It provides care for up to three children who may experience social and/or emotional difficulties.

At the time of the inspection, three children were living in the home. The inspector spoke to and observed all the children.

Inspection dates: 4 and 5 June 2024

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: 10 October 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/10/2023	Full	Good
17/01/2023	Full	Good
17/08/2021	Full	Good
08/05/2019	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Children receive good-quality care in this home. Staff place children at the centre of their practice to ensure that their day-to-day needs are met. They are passionate about caring for children and help them to make good progress. An independent reviewing officer for one child said, 'I am really impressed with them, they are thoughtful, reflective and seek advice. They are open to advice and working with everyone and he is a changed child.'

Children's health needs are well understood and met by staff. Staff work closely with specialist services to ensure that children receive the appropriate support. As a result, children are enabled to engage with their healthcare plans and make positive progress.

Children's views are respected, and their communication needs well understood. Children's complaints are recorded and formally responded to by leaders and managers. Additionally, children have access to independent advocates and are encouraged to express their views. This helps children to feel heard, and ensures they understand the actions taken to address their concerns.

Children enjoy a range of activities that are specific to their interests and talents. This gives children structured time at home and opportunities to have new experiences in the community.

The home environment is safe, however, the carpet in one child's bedroom was stained and worn. This detracts from a homely environment. Leaders took action during the inspection to replace the carpet.

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

Staff and managers understand the risks to children and know what each individual child's needs are. Risk assessments are kept up to date and include effective plans to mitigate risks.

Staff are proactive when children go missing from the home. They contact the children and work with parents and external agencies to ensure that children are safe. Records of missing-from-home incidents are thoroughly reviewed and debriefs are completed with staff and children. This ensures that staff are continually reflecting on their practice and helps to reduce the risks to children.

Key-worker sessions focus on children's individual needs and are in line with their plans. Frequent key-worker sessions ensure that they are relevant to the child and what is happening in their lives. Staff use information about children and educational tools to plan effective key-worker sessions. Positive relationships between staff and children allow the sessions to be meaningful and beneficial for children.

Staff and managers consistently encourage positive behaviour. Children are supported to have good routines and boundaries. There has been an increase in the use of physical intervention to manage behaviour. Restraint is only used when all other methods of de-escalation have been exhausted.

Staff have a good understanding of whistle-blowing procedures. Leaders and managers take allegations of harm seriously and act promptly when issues arise. This increases children's safety in the home.

Medication is administered and stored safely. Medication errors are rare. However, audit records are unclear and ambiguous. This compromises leaders' and managers' oversight.

The effectiveness of leaders and managers: good

The home is managed effectively by a permanent and suitably experienced registered manager, who is supported by an effective deputy manager. Leaders and managers have an excellent understanding of children's needs and the progress that they are making. They show compassion and warmth to the children in their care.

Staff and managers receive regular and effective supervision. Supervision focuses on the children's needs, experiences and plans. Group supervision, regular team meetings and bespoke training ensure that the staff come together to reflect on children's needs and plans.

Staff morale is positive, and staff feel supported in their roles. The home is staffed by a permanent team of staff who have been safely recruited. This provides consistency for children.

Staff demonstrate a very good understanding of how to administer safe personal care. However, managers have failed to ensure that records reflect strategies staff should use when administering personal care and children's experiences of personal care. This comprises leaders' and managers' oversight.

There has been significant delay in sharing the home's statement of purpose with the regulator. There has also been a delay in reporting one serious incident to the regulator.

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, The 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
The registered person must maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry. Case records must be kept— if the child dies before attaining the age of 18, for 15 years from the date of the child's death; in cases not falling within sub-paragraph (a), for 75 years from the child's date of birth; securely in the children's home during the period when the child to whom the case records relate is accommodated there; and in a secure place after the child has ceased to be accommodated in the home. (Regulation 36 (1)(a)(b)(c) (2)(a)(b)(c)(d)) In particular, this relates to ensuring detailed and accurate medication audit records and personal care records are kept.	11 July 2024

Recommendations

- The registered person should ensure that the worn and stained carpet in a child's room is replaced, ensuring that the home is a nurturing and supportive environment. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that they have a system in place so that all serious events are notified, within 24 hours, to the appropriate people. The system

should cover the action that should be followed if the event arises at the weekend or on a public holiday. ('Guide to the Children's Homes Regulations, including the quality standards', page 63, 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: Thames Innovation Centre, 2 Veridion Way, Erith
DA18 4AL

Responsible individual: Caroline Wilson

Registered manager: Silky Kumar

Inspector

Jayshree Pillay, Social Care Inspector

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