

2490994

Registered provider: Jigsaw Therapeutic Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private provider and offers care for up to three children.

Two children were living at the home at the time of the inspection.

The registered manager post is vacant. There has been no manager in post since 21 June 2024.

Inspection dates: 21 and 22 January 2025

Overall experiences and progress of children and children, taking into account **good**

How well children and children 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: 6 February 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/02/2024	Full	Good
23/01/2023	Full	Good
31/01/2022	Full	Good
05/03/2020	Interim	Declined in effectiveness

Inspection judgements

Overall experiences and progress of children and children: good

The home is decorated and furnished to a good standard. Children's bedrooms are suitably furnished and decorated to meet their individual tastes.

Children like living in the home and the staff caring for them. They identified those they have particularly strong bonds with and can talk to. Children can ask staff for the support they need to keep them safe and promote their emotional and physical health.

Children are encouraged and supported by staff to explore and understand their identity. Staff actively support children to maintain their links with their families and friends.

The staff team is diverse and reflects the racial and cultural identity of the children. The care and support provided promote their racial and cultural needs; therefore, children's self-esteem and self-expression are improving.

Good arrangements are in place to ensure children can access education that meets their needs. The responsible individual is a strong advocate and works proactively with key agencies. As a result, both children are engaging with their education and have aspirations for their future careers.

Staff support children to access relevant and specialist health services. There has been significant progress in both children's health since living in the home. For example, they have gained weight healthily and have engaged in discussions about sexual health. Children are confident in talking to the adults about their health and emotional well-being.

Children are provided with a range of activities, such as bowling and go-karting. They are supported to pursue their individual interests and are offered opportunities to try new activities, such as going to a virtual reality event. Their achievements are acknowledged and celebrated.

How well children and children are helped and protected: good

Children know how to make a complaint and are supported to access their key professionals if they want to talk to them. Arrangements are in place for children to access an advocate. There is an accessible children's guide; however, this needs to include the details of the Children's Commissioner.

Robust risk assessments are in place for children. They are regularly reviewed in conjunction with key safeguarding professionals. Staff attend multi-agency meetings due to children's levels of risk and vulnerabilities.

While the responsible individual ensures all significant events are notified to the regulator appropriately, they are not always completed within the required timescales. This limits Ofsted's ability to oversee safeguarding concerns.

The responsible individual ensures that staff are provided with bespoke training that meets children's needs. For example, staff have received training in child criminal exploitation, county lines and knife crime prevention. This training has made staff more confident in their ability to safeguard the children. Staff use such resources to help the children to understand their risk-taking behaviours and vulnerabilities.

Children are confident in talking to the adults about personal matters. They engage in discussions about their experiences when they have been missing from the home.

Staff have formed positive working relationships with professionals. The staff team has been proactive in working in partnership with other professionals and family members to keep children safe. This has been particularly apparent when staff have been working with professionals to find children who have been missing from the home for extended periods of time.

Good systems are in place to ensure the safe recruitment of staff and that there are regular reviews of their continued suitability to care for children.

Overall, parents are happy with the care and support provided for their children. They also report good communication from staff. In the absence of a manager, the responsible individual has made efforts to build good relationships with family members.

The effectiveness of leaders and managers: good

Although the responsible individual is working hard to recruit for the vacant manager post, this has not been effective. As an interim measure, the responsible individual has been providing effective management support and is leading the home. A manager was appointed; however, this did not come to fruition. The responsible individual has been successful in maintaining the experienced team of staff who provide continuity for the children.

The responsible individual is a strong advocate for the children. She works to promote a culture of high expectations and aspirations for the staff team.

Good arrangements are in place for staff to have regular one-to-one supervision and appraisals. Team meetings are held regularly, are well managed and are used to provide opportunities for reflection and learning from practice. The responsible individual uses quizzes to support staff's knowledge of key information.

Staff enjoy working at the home and caring for the children. They feel listened to and are able to contribute to decisions made about children's care. Team morale is good, and there is effective joint working in place, which benefits the children.

The responsible individual has ensured that effective monitoring and review systems are in place to ensure the home is well maintained and a safe place for the children to live.

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 provider must appoint a person to manage the children's home if— there is no registered manager in respect of the home; and the registered provider— is an organisation or a partnership; does not satisfy regulation 28; or is not, or does not intend to be, in day-to-day charge of the home. If the registered provider appoints a person to manage the home, the registered provider must, without delay, give HMCI notice of— the name of the person so appointed; and the date on which the appointment takes effect. (Regulation 27 (1)(a)(b)(i)(ii)(iii) (2)(a)(b)) This specifically relates to the vacant manager post.	1 April 2025
The registered person must notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there;	1 April 2025

a child protection enquiry involving a child—

is instigated; or

concludes (in which case, the notification must include the outcome of the child protection enquiry); or

there is any other incident relating to a child which the registered person considers to be serious.

(Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))

This particularly refers to an incident that the registered manager agreed should have been sent as a notification.

This specifically relates to notification of serious incidents being submitted within the required timescales.

Recommendation

- The registered person should ensure that the children's guide helps children understand how to contact the Office of the Children's Commissioner. ('Guide to the Children's Homes Regulations, including the quality standards', page 24, paragraph 4.22)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and children, 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: 2490994

Provision sub-type: Children's home

Registered provider: Jigsaw Therapeutic Care Limited

Registered provider address: 550 Valley Road, Nottingham, NG5 1JJ

Responsible individual: Diane Hannah

Registered manager: Post vacant

Inspector

Angela Duffus-Palmer, Social Care Inspector

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