

2566238

Registered provider: Jamores Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home registered with Ofsted in February 2020 and is privately owned. It provides care for up to three children who may have social and emotional difficulties.

At the time of the inspection, three children were living at the home.

The manager registered with Ofsted in June 2024.

Inspection dates: 4 and 5 November 2025

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 6 August 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/08/2024	Full	Good
19/09/2023	Full	Good
29/03/2023	Full	Good
12/10/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The home is providing exceptional care to children. Children greatly enjoy living at the home, where staff provide warm and nurturing care and are focused on meeting their needs. As a result, all children are thriving and have made significant and sustained progress. They express pride in their home and feel a strong sense of belonging.

A parent commented that the care from managers and staff has given their child 'confidence, wings and courage'. A therapist was highly complimentary about the therapeutic and trauma-informed approach taken by staff. Positive feedback about the outstanding care provided by managers and staff was also obtained from social workers, independent advocates and other professionals.

Staff promote children's relationships with their families. Through support from staff, all children's relationships with their families have improved, and staff prioritise getting to know the important people in children's lives. One parent, who is a frequent visitor to the home, stated that staff have become 'like extended family'. Staff fully understand that having positive contact with their families is important for children's identity and well-being.

Children's voices are very evident in the home. Staff value children's input and enthusiastically involve them in activity and menu planning. Listening to music while staff and children cook together is a frequent event. Children take part in many other enjoyable experiences, such as football, karaoke and days out. All children travelled with staff to Blackpool for a four-day holiday this summer. One child's passion for Manchester United resulted in a tour of the stadium. Activities are well documented through photo albums and memory books. One child commented that, since living at the home, they have been able to do many fun activities for the first time.

The home provides a calm, safe and stable base for children. There is a strong emphasis on creating a family atmosphere. Research-informed practice, which focuses on the specific needs of the children at the home, makes a difference to their lives and experiences. Staff proactively introduce games and activities such as chess, art projects and group skits that are designed to enable children to reflect on their emotions, to strengthen trusting relationships and to build resilience. There are frequent positive and playful interactions between staff and children, which contribute to the relaxed atmosphere in the home.

With staff support, children who previously had a long history of non-attendance now regularly participate in education. Staff prioritise children's learning by promoting school attendance and helping children to develop their independent living skills. With the help and encouragement of staff, children learn to budget, shop, cook and use public transport. Managers secured additional vocational learning for one child who is studying

childcare at college. Children's confidence has increased as they engage in school and learn life skills.

Some area of the home, such as the worn carpet on the stairs, do not reflect the outstanding care that is being provided to children. Leaders and managers have plans for refurbishments to the home. However, these had not been completed at the time of the inspection.

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

Safeguarding practice in the home is robust and effective. All children say that they feel safe and that they can identify a trusted staff member to talk to when they have any worries or concerns. One staff member noted the safeguarding of children as a strength of the home's practice. A recent house meeting with children introduced them to the 'Working Together to Safeguard Children' guidance so that they are aware that their safety is paramount.

The known and potential risks to children are well understood by managers and staff. Risk assessments, which are updated regularly, are clear and detailed. Frequent key-work sessions are an effective way of speaking with children about risk. When a risk is identified for a child, staff receive relevant training so that they can best support that child. As a result of the dedication, effort and skill shown by managers and staff to keep children safe, a child had a deprivation of liberty order lifted.

Serious incidents in the home are rare. When incidents such as allegations occur, these are well managed by managers, who work closely with other professionals and follow all safeguarding procedures. Although there have been no incidents of children going missing from home since the last inspection, staff recently participated in training with the police on the Philomena Protocol to ensure that they remain up to date with relevant practice.

Training on a range of topics, such as trauma-informed practice and mental health, has provided staff with insight into children's experiences, resulting in staff supporting children in an effective and compassionate way. One staff member commented that the training carried out ensures that staff respond to children with empathy, compassion and understanding at all times.

Communication with the children's families and professionals is excellent. They are regularly informed about the children's well-being, with a sense of everyone working together. When one child was struggling with the commute to and from therapy, the registered manager enquired if the therapy could take place online. This was agreed and the child is now regularly engaging online with their therapist.

The effectiveness of leaders and managers: outstanding

The registered manager brings to the role a wealth of skills and experience. They continually strive to provide children with high-quality care, and the children benefit accordingly. This positive outlook for children's futures results in children having aspirations for themselves. Their current interests and future career goals are fully encouraged. One child was supported in creating their own logo for a clothing brand.

Staff receive a comprehensive induction and ongoing training to strengthen their knowledge and skills. Training includes weekly learning sessions, which staff can contribute to as well as participate in. Staff receive regular supervision, which considers and prioritises children's needs. Supervision is also used as an effective space to support and challenge staff to ensure their own professional development. Annual appraisals for staff are strengthened by including the views of children.

Leaders, managers and staff strive to make a positive difference to children's lives and advocate on the children's behalf. Staff take pride in children's achievements and enjoy being positive role models for them. The registered manager has created an ethos for the home that is child centred and focuses on meeting the needs of children. This results in an environment where children are thriving.

Staff development is prioritised. Leaders have produced a management academy course to develop staff into future leaders. This means that staff have regular opportunities to share learning and good practice and feel valued by the investment in their professional development. Staff are proud to work at the home, and retention is high. Children benefit from having consistency of staff and knowing who will be caring for them.

What does the children's home need to do to improve?

Recommendation

- The registered person should ensure that the home is a nurturing environment that meets the needs of their children. Homes will, in most cases, be homely, domestic environments. This specifically relates to the registered person ensuring that any necessary refurbishments, such as the replacing of worn carpet or paint retouching, are being carried out in a timely manner. ('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: 2566238

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: Karen Malcolm

Registered manager: Lisa John

Inspector

Julie Cresswell, Social Care Inspector

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