

2590578

Registered provider: Jasmine Gardens Private Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and provides care for up to four children who experience social and emotional difficulties.

The manager registered in December 2020.

Inspection dates: 1 and 2 July 2025

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: 12 November 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/11/2024	Full	Good
05/06/2023	Full	Good
24/05/2022	Full	Good
10/01/2022	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, four children have moved into the home and five children have moved on. At the time of this inspection, three children were living at the home. All the children were spoken with during the inspection.

Three children moved on due to staff not being able to keep them safe, despite their best efforts. Staff have worked very closely with placing authorities to ensure children moved to appropriate settings. Children's moves are well supported by staff, and children are prepared. Consequently, children experienced positive endings. Staff assisted two children to learn skills to help them move successfully to independent living settings. Children have since returned to visit the staff and children. Children feel a sense of belonging even after they have moved on.

Although some children moved on as staff could not keep them safe, leaders and managers diligently consider the children's needs, consult with external professionals and try to ensure the staff's skills will meet the needs of the children. Children visit the home before they move in. Children already living at the home are consulted. Staff prioritise quickly building meaningful relationships with children.

Children's social workers and families are highly complimentary about how well children are cared for by staff. Interactions between staff and children are warm and children are comfortable in the presence of staff. Children said their experience of living in the home is positive. Staff understand how to communicate with children effectively. They use a therapeutic model to guide their practice. This helps children form and maintain positive attachments with staff.

Staff understand the importance of children maintaining relationships with family and friends. Staff encourage children to invite their loved ones into the home. A family member said their relationship with their child has significantly improved because of the support from staff during family time. This creates special memories of meaningful time spent together.

Staff support children to engage with education, although attendance is variable. Staff regularly communicate with education providers to discuss challenges impacting children's attendance. This means the education offered is tailored specifically to children's needs.

Some areas of the home, including one child's bedroom, require painting. Litter was scattered across the garden this detracts from the homely environment. One child often smokes in their bedroom despite staff's efforts to redirect them to designated smoking areas. The child's bedroom and landing area smelled of smoke. Rubbish had been left in their bedroom for some time, despite staff reporting that their bedroom had been checked and cleaned. Staff do not always encourage children to take pride in their

environment. Action was taken during the inspection to address some of these issues. The rest of the home was warm and well furnished, and children have been helped to personalise their bedrooms.

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

All the children have complex needs and vulnerabilities. These include risks relating to exploitation, going missing from home and difficulties forming appropriate relationships. Staff's approach to managing risk is child focused, measured and proportionate.

Children said they feel safe and well supported by staff to understand risk. Staff use sensitive and person-centred approaches to help children understand their responses to difficult situations. Staff have carried out important work with children about internet safety, consent, safe relationships and use of illicit substances. This helps children develop skills to manage their safety.

Children benefit from a nurturing environment in which positive behaviour is actively reinforced. Staff use incentives and consequences to encourage positive behaviour. These are personalised and help children to work toward goals important to them.

There have been several missing-from-home incidents. Staff manage these well. They search for children, are curious about where children have been and work with children to understand why they left. Staff liaise with external professionals to ensure ongoing support for children.

Since the last inspection, there have been several incidents involving the use of restraint. The records are detailed and include the views of the child and the staff involved. Staff are reflective, keen to understand causes and adapt routines for children to help avoid further incidents. The manager's oversight confirms that the use of restraint was proportionate and necessary to protect the child and those around them.

Staff have offered children advocates, ensuring children are given opportunities to express their views and wishes. This helps children feel heard.

Leaders and managers have responded promptly to significant incidents and allegations and have conducted internal investigations. However, on one occasion, they failed to report allegations to the local authority designated officer and Ofsted. This limits external professionals' ability to monitor incidents.

The effectiveness of leaders and managers: good

The registered manager is suitably qualified and experienced. He is supported by an enthusiastic deputy manager. External professionals describe the home's leaders and managers as adaptive, proactive and considerate.

The management team has a detailed knowledge and good understanding of the

children's needs. External professionals are regularly updated and informed of areas of concern. Communication between managers and professionals is exceptionally good. Children benefit from the manager's approach to close multi-agency working.

Staff morale is high. The children benefit from stable and consistent staffing. Staff are proud to work with the children and are committed to helping them.

The staff team is experienced and resilient. Staff are supported well by the managers. There are regular staff meetings and staff benefit from reflective supervision sessions. Staff are trained to meet the needs of the children they care for. Additional training has been provided. Ongoing learning has led to a better understanding of children's needs.

Children know how to make complaints. Several complaints have been made since the last inspection. Complaints are investigated. However, leaders and managers do not always record details of children being told the outcome of their complaint.

Children's plans have not always included clear information for staff to understand how often children should be checked when in the home. Staff do not always give children opportunities to review and add to their plans.

Staff record when they search children's bedrooms and the use of searches is proportionate. Leaders and managers do not always consult children when a search has been conducted. This means children are not always given the opportunity to provide feedback.

Leaders and managers do not always ensure quality of care reports include clear feedback from children, parents, staff and professionals. This limits the capacity for leaders and managers to have a good understanding of the strengths and weaknesses of the care provided.

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2)(a)(vii))	14 July 2025
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— provide to children living in the home the physical necessities they need in order to live there comfortably. (Regulation 6 (1)(a)(b) (2)(b)(vii))	6 August 2025

Recommendations

- The registered person should ensure that children's plans include details of the steps staff will take to manage any assessed risks on a day-to-day basis. This includes the

level of observation for each child by staff. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.5)

- The registered person should ensure that they are familiar with the home's policies on record-keeping. Discussions held with children about outcomes to complaints they have made should be recorded. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)
- The registered person should ensure that children are informed when staff have searched their bedrooms. ('Guide to the Children's Homes Regulations, including the quality standards', page 16, paragraph 3.20)
- The registered person should ensure that scrutiny of the home in regulation 44 and 45 reports includes feedback, or attempts to gain feedback, from children, professionals, parents and staff to support continuous improvement. ('Guide to the Children's Homes Regulations, including the quality standards', page 55, paragraph 10.24)
- The registered person should ensure that children are actively encouraged to read their records and to add further information to them. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.6)

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: 2590578

Provision sub-type: Children's home

Registered provider: Jasmine Gardens Private Limited

Registered provider address: Primrose Cottage, High Wych Road, Sawbridgeworth
CM21 0HH

Responsible individual: Talent Chirandure

Registered manager: David Chedgey

Inspector

Lexi Mitchell, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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