

2590578

Registered provider: Jasmine Gardens Private 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 four children with social and emotional difficulties.

The suitably qualified manager registered with Ofsted in December 2020.

Inspection dates: 5 and 6 June 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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 24 May 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/05/2022	Full	Good
10/01/2022	Interim	Improved effectiveness
30/06/2021	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of this inspection, two children were living at the home. Since the last inspection, four children have moved into the home and four children have moved on.

Both children currently living at the home have education places. One child was not attending school before they moved into the home. At the time of inspection, the child was sitting their GCSE exams. The child's school attendance has been sporadic. The manager has had regular meetings with the school staff and has implemented a reward system to encourage the child's engagement in education. One young person, who recently turned 18, is on an access course and aspires to become a paediatric nurse.

Staff have positive relationships with children. One child said, 'This is the best home. Staff are good and they listen to me.' Another child said, 'This is my home now.' Children feel at home, listened to and understood by staff who care about them.

The manager and staff work closely with children's families when appropriate. One child has been helped to rebuild a relationship with their parent and now has successful overnight stays with another parent. Staff stayed overnight with a child at their family home to build the child's and parents' confidence. A parent said, 'The manager and staff are excellent. My child would not be living with me now if it was not for the staff's dedication.' Children are helped to have healthy relationships with people they care about.

Staff encourage children to take part in a variety of activities. One child enjoys horse riding. Children have been to cadets and enjoy fishing and boxing. They enjoy trips to the seaside and have been on a holiday. Children cooked and served food to the homeless on Christmas Eve. Children have opportunities to pursue hobbies and experience enriching activities and staff encourage children to give back to the community.

Staff encourage children to develop independence skills that are appropriate for their age and stage of development. The young person living at the home has a full-time job working in adult care. Children are encouraged to spend free time out of the home with their friends. Children are building important independence skills and friendships which help to prepare them for when they move on.

Whenever possible, children have gradual moves into and on from the home. Two children had planned moves into the home and two children moved into the home in an emergency. Despite the emergency situation, the children visited the home and met the other children living there and the staff before moving in. Two children had abrupt endings due to safety concerns, despite staff's best efforts to keep children safe. All the children who have moved on from the home have moved back in with

their families or into semi-independent living accommodation. One child, who had many emergency moves before living at the home, had their first planned and positive experience of moving on from a home.

The environment is generally clean, tidy and welcoming. Children benefit from being able to keep pets at the home. The home is spacious and has artwork displayed, including a canvas of the children's and staff's handprints. However, the stairway carpet needs replacing, some dining room chairs are worn and some of the walls and internal doors need redecorating. The manager had started to address these issues before the inspection.

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

At the time of this inspection, inspectors were aware of an investigation by another professional body. The investigation was not in relation to children living at the home. This was considered as part of the inspection process.

There have been a few incidents of physical intervention. Staff are suitably trained. Interventions have been appropriate, proportionate and necessary. On some occasions, staff have needed additional support from the police. This was appropriate in the circumstances. Staff generally manage behaviour well and understand when police support is needed to help keep themselves and children safe.

There have been some bullying incidents between children at the home. The incidents have been managed well. The manager has important conversations with all the children involved. Staff have suitable training and do important key work with the children involved to ensure that they get the guidance and help they need. The manager and staff do not tolerate bullying. At the time of this inspection, there were no bullying concerns.

There have been a high number of missing-from-home incidents. The staff follow the procedures outlined in children's individual protocols. The manager has regular multi-agency meetings to agree safety plans and identify any specialist support needed. Staff understand patterns of behaviour and are aware of the places that children may go. Staff keep in telephone contact with children when they go missing. This ensures that children are promptly located and welcomed home. After an incident, staff request an independent return interview for the child from the placing authority.

Behaviour support plans give staff good guidance on proactive strategies and de-escalation techniques, to help children manage difficult emotions. The plans include children's views on how they want to be supported. Staff understand how to best support children, and the children are developing safe coping strategies.

The manager and staff have taken appropriate action to help keep children safe. However, despite every effort, situations out of the staff's control have meant that, at times, children have been exposed to risky situations. The manager and staff are

open to learning from incidents. A social worker said that they are impressed with how well safeguarding incidents are managed. The staff are confident and well equipped to manage safeguarding incidents.

The effectiveness of leaders and managers: good

The experienced manager has managed the home for over two years. He has a relevant level 5 qualification. He is supported by an experienced responsible individual and an interim deputy manager. The manager is a good role model. Staff feel motivated to provide good, consistent care for the children.

Staff said that the manager is excellent, and they have good training opportunities. Staff all hold a relevant level 3 diploma or are working towards the qualification. Some staff are working towards a level 5 diploma. The staff have had training from exploitation and health specialists. Staff feel valued and are committed to delivering good care to children.

The manager is an excellent advocate for children. On two occasions, he advocated for children not to be moved from the home while they were sitting important exams. The manager's requests were successful. Children benefited from moves from the home that did not have an impact on their education outcomes.

A social worker said that they are impressed with the level of commitment that staff show to children in the most challenging circumstances. The social worker said, 'The manager does not give up on children. The manager and staff are proactive and consistent and work effectively with me.' The manager and staff have good relationships with other professionals, ensuring joined-up working and good outcomes for children.

One child's records do not contain all relevant information. In relation to two occasions, a child's records did not include all relevant information about room searches.

Staff recruitment and employment checks are generally very thorough. However, one staff recruitment record did not include the reason the staff member had left one previous employment and did not include a copy of their qualifications. The manager verified the information during the inspection and updated the reasons for leaving employment. Not obtaining the information could mean that opportunities to identify any significant patterns of why employment has ended are lost.

The manager and staff speak highly of the children. However, on a few occasions during the inspection the manager and staff used institutional language.

The manager generally has good communication with Ofsted and notifies serious events. However, on one occasion, although managed appropriately and promptly, the manager did not notify Ofsted of a significant incident.

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

Recommendations

- The registered person should ensure that the home is a nurturing environment that meets children's needs. In particular, ensure that carpet is replaced where needed, dining room chairs are replaced and that the home is decorated to a good standard throughout. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should lead and manage the home in a way that delivers the ethos, outcomes and approach set out in the home's statement of purpose. In particular, the manager and staff should avoid using institutional language when talking about or to children. ('Guide to the Children's Homes Regulations, including the quality standards', page 52, paragraph 10.4)
- The registered person should maintain good employment practice, including verifying reasons why an employee left previous residential employment and holding a record of staff qualifications on file. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)
- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. In particular, ensure that all room searches are recorded. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)
- The registered person should notify Ofsted of any incidents that they consider to be serious. ('Guide to the Children's Homes Regulations, including the quality standards', page 63, paragraph 14.10)

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: 81 Jasmine Gardens, Hatfield AL10 0BN

Responsible individual: Talent Chirandure

Registered manager: David Chedgey

Inspectors

Amy Miles, Social Care Inspector

Clare Hannah, Social Care Inspector

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