

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 who experience social and emotional difficulties.

The manager registered with Ofsted in December 2020.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

We last visited this setting on 17 February 2021 to carry out a monitoring visit. The report is published on the Ofsted website.

Inspection dates: 30 June and 1 July 2021

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	requires improvement to be good
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: not applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

The home registered in December 2020. Since registration, six children have moved in and four children have moved out of the home. One child returned to their family home. Three children have experienced unplanned moves. These were due to staff being unable to manage the children's behaviours and keep them safe. One child successfully moved to a more appropriate placement, which meets his identified needs.

The management of children's admissions is not good enough. Poor matching and inappropriate admission decisions have contributed to children experiencing change, rejection and turmoil. There have been occasions when children have been moved into the home in quick succession. This means that the staff do not have the opportunity to support children to settle and build relationships before the next child arrives. The failure to allow one child to settle before moving another child in has also been identified by an independent reviewing officer and social worker as a contributory factor to a child's placement ending so quickly.

Children do not receive consistent education. One child has had no education since moving to the home. The staff compile weekly planners for the child, but these are not effective or stimulating. The plans are sparse, repetitive and lack structure. One child has increased his education engagement since he moved to the home, and the headteacher says that communication with staff is good.

During the inspection, the interactions between a child and staff were observed to be positive. There was a relaxed atmosphere. The child said that he is happy at the home and that he can speak to staff if he is worried or upset.

The home is decorated to a good standard. The children are encouraged to help the staff with chores and cooking. This encourages the children to take pride in their environment.

How well children and young people are helped and protected: requires improvement to be good

The staff's responses to some safeguarding incidents are not effective or proactive. The staff do not always consider the children's past traumas when responding to the children's behaviours. One child, who displayed self-harmful behaviours, was told by the staff that if she repeated the behaviour, her placement would end.

The staff actively search for children when they go missing from the home. The staff welcome children back and try to establish where they have been. Although some return home interviews take place, the manager does not get feedback from the

social worker. This means that the staff may not be aware of why the children have left the home.

Previously, due to staff not all being trained in restraint, they have not been able to manage children's heightened behaviours. This meant that, at times, the police were called to support staff to manage children's unsafe behaviours. However, all staff have now received the appropriate training to manage children's behaviour.

The staff do not update the children's risk assessments and behaviour management plans promptly after an incident. The staff use a communication book as a means of sharing information. However, the risk assessments and behaviour management plans fail to reflect recent events, and there is no evidence that staff have read the current risk assessments or behaviour plans. This fails to ensure that staff have the relevant information required to enable them to minimise risks to children.

The children know how to make a complaint and the staff support them with the process. There have been four complaints made by children, all of which were later withdrawn. These were appropriately dealt with by the manager.

The effectiveness of leaders and managers: requires improvement to be good

The manager has been in post since December 2020 and has the relevant experience and qualifications to manage the home.

The manager has accepted children into the home without ensuring that staff have had the appropriate training to support them. In one instance, an external professional said that a child's placement broke down due to the lack of staff's understanding of their diagnosis. More recently, the manager has put an improved training programme in place to try to address this.

The manager makes impact risk assessments before children are admitted to the home. However, these assessments do not consider the skills and training of the staff team.

On two occasions identified at this inspection, the manager wrote an incident form in respect of an incident that he had not been involved in. This does not ensure that the staff concerned have accurately recorded the event and makes it difficult for the manager to monitor the record effectively, as he has written it.

Managers do not consistently ensure that Ofsted is informed of serious safeguarding incidents promptly. This affects Ofsted's ability to monitor the home effectively.

In addition, the location risk assessment does not consider all potential risks in the area and risk-reduction strategies. As a result, the staff may not fully understand the potential risks for children in the community and how these can be reduced to keep them safe.

The manager has met one requirement from the last inspection. One requirement will be repeated. One recommendation has been met and one is repeated.

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, 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 education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— support each child's learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete independent study. (Regulation 8 (1) (2)(a)(ii)) In particular, provide a structured plan for children who are not in education.	10 September 2021
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— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(i)(v)(b)) In particular, update records after an incident.	9 August 2021

The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(a)(b) (2)(c)) In particular, ensure that the staff have the training and experience required to meet the individual needs of the children who are admitted to the home. This requirement was made at the last inspection and is restated.	9 August 2021
The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. (Regulation 14 (1)(a)(b))	9 August 2021
The registered person must notify HMCI and each other relevant person without delay if— 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. (Regulation 40 (4)(b)(c))	9 August 2021

Recommendations

- The registered person should ensure that the location review includes the identification of any risks and opportunities presented by the home's location and strategies for managing these. ('Guide to the children's home regulations including the quality standards', page 64, paragraph 15.1)
- The registered person should ensure that information from return home interviews undertaken by the local authority is used to inform children's plans and risk assessments. ('Guide to the children's homes regulations including the quality standards', page 45, paragraph 9.30)
- The registered person should ensure that the staff who have been involved in an incident make and sign a written record after the incident. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.4)
- The registered person should only accept placements for children when they are satisfied that the home can respond effectively to the child's assessed needs. ('Guide to the children's homes regulations including the quality standards', page 56, paragraph 11.4)

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, Hertfordshire AL10 0BN

Responsible individual: Talent Chirandure

Registered manager: David Chedgey

Inspector

Trish Palmer, Social Care Inspector

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