

2644456

Registered provider: Juventas Services

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 and learning disabilities. There were four children living at the home at the time of the inspection.

The manager registered with Ofsted in September 2021.

Inspection dates: 5 and 6 November 2024

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	outstanding
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 20 March 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/03/2024	Full	Good
13/09/2022	Full	Good
05/01/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

There were four children living at the home at the time of the inspection. The inspectors met all four children and spoke with three of them. Two children have moved on from the home since the last inspection. One child had a successful return to their family. The other child moved on to a smaller provision more suited to their needs.

This is a good home with examples of excellent practice. Children are happy living at the home. They are settled and feel cared for. One child said it is the 'best placement' that they have had. They say that staff get to know them as a person and that they are not treated like a child in care.

All children are making good progress in line with their individual plans. Staff provide excellent support to meet one child's complex health needs. Staff have detailed knowledge of the child's health condition and have obtained age-appropriate resources to help the child understand their own needs and what they will experience at planned medical appointments and surgeries.

Relationships between staff and children are well established and built on mutual respect. There is laughter and warmth in the home. Staff are aspirational for children and committed to their roles as 'professional parents'. Children feel listened to and know how to share their views.

Staff support and champion children's interests. One child is playing roller hockey at county level and has been scouted and selected with the potential to play at national level. Children enjoy other activities including bike rides, football and cubs. This helps children to enjoy a sense of achievement and enhances their self-esteem.

All children have an education offer. Two children benefit from attending mainstream education and are thriving. For the children that need an improved educational offer, the manager actively challenges professionals.

Staff understand and support children's identity and cultural needs. This includes requesting recipes from family members to replicate cultural meals. Staff supported one child to attend PRIDE. Another child is supported to follow daily routines to keep their skin and hair healthy.

Staff value the relationships that children have with their families. Staff support children to spend time with families and re-establish positive relationships with parents and brothers and sisters. One child enjoys seeing their brother in natural ways, such as at a weekly skating activity. Staff supported another child with their first family visit after several months.

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

Safeguarding concerns for all children have reduced due to consistent and well-planned responses by staff. This is recognised by social workers and independent reviewing officers. Meaningful, relevant conversations happen between children and staff where they talk about sex, safety, relationships and substance misuse.

Assessments of risk and behaviour are individualised. These provide clear steps for staff to take if a child is missing from care. However, guidance for staff on reducing the risks of alcohol and substance misuse lack clarity. This has the potential to lead to inconsistent responses from staff.

The area suitability assessment of the location is detailed. The assessment is informed by consultation with the police and children's views about their sense of safety in the area that they live.

Staff have access to a range of training. Staff are complimentary about the quality of the training and additional opportunities to expand their knowledge. Staff use team meetings effectively to share knowledge on safety issues affecting children and strategies for reducing risks. However, not all staff have refreshed their knowledge on exploitation and substance misuse.

The effectiveness of leaders and managers: outstanding

The home is led by an experienced, qualified registered manager. The manager was present throughout the inspection.

The manager carefully considers all new referrals resulting in a happy, settled home where children experience stability and feel well supported.

The manager understands each child, their individual needs and ways of working with them exceptionally well. She models an empathetic and child-centred approach to responding to children's needs.

The manager is a tenacious advocate for children. She provides professional challenge to ensure that children get the support that they need. Professional feedback from social workers and independent reviewing officers is wholly positive. An independent reviewing officer said:

'The home has strong leadership, is very responsive and [staff are] keen advocates for the child. They have good working relationships with the local authority and the wider professional network around the child.'

Children speak highly of the manager and readily go to her if they feel worried or unhappy about something. Staff morale is high. This provides children with a positive, family-like environment.

The manager is aspirational for children with a strong focus on education and opportunities to progress. Children benefit from meaningful and structured activities locally and they respond well to daily routines and boundaries. Childrens experiences are captured in daily diaries that are written directly to children and capture positive memories. Children often read these now and will have access to them when they leave the home.

The manager completes detailed quality of care reviews to identify areas of continual improvement. She is efficient and rectifies areas of development quickly.

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

Recommendations

- The registered person should continually and actively assess the risks to each child and the arrangements in place to protect them. In particular, ensure that there is individualised guidance for staff to follow when children are under the influence of alcohol or drugs. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.5)
- The registered person should ensure that staff can access appropriate facilities and resources to support their training needs. In particular, ensure up-to-date learning on exploitation and substance misuse ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)

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: 2644456

Provision sub-type: Children's home

Registered provider: Juventas Services

Registered provider address: Yare House, 62-64 Thorpe Road, Norwich NR1 1RY

Responsible individual: Simon Bailey

Registered manager: Samantha Wilson

Inspectors

Paula Edwards, Social Care Inspector

Carrie Twinn, Social Care Inspector

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