

2644456

Registered provider: Juventas Services 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 and learning disabilities.

The manager registered with Ofsted in September 2021.

Inspection dates: 13 and 14 September 2022

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: 5 January 2022

Overall judgement at last inspection: Good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/01/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of this inspection, one child was living at the home and one child has recently moved on. The child experienced several moves before settling in to this home. The child has made significant progress in building relationships with adults. The child likes all of the staff and feels safe at the home.

Children's moves to the home are well planned. The manager arranges meetings with relevant professionals to discuss children and ensure their individual needs can be met. Risk assessments are completed to assess combined risks when children are living together.

One child moved on from the home to alternative care. The child was relatively stable; however, the child's mental health needs increased. After several behavioural incidents, the manager decided that the child would benefit from moving to a home with higher levels of support.

Staff and managers advocate for the children well. They work diligently with external professionals and share information about children to ensure that their needs are fully understood. This has resulted in one child receiving a health diagnosis and a multi-agency support plan to support the child's diagnosed health needs.

The manager strongly supports children to access education. When formal education is not available, the staff help children to take part in informal educational activities. This helps to provide children with a routine and prepare them to return to school.

The staff encourage children to complete appropriate tasks around the home to develop their independence. This helps children to build the skills and confidence that they will need in adulthood.

The home is welcoming and spacious. The children have plenty of space to spend time alone to read, watch television or play. The children are encouraged to personalise their bedrooms. This has helped the children to settle in and feel at home.

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

The children's risk assessments are detailed and are updated when necessary. Safety plans are in place for children when required. The staff have successfully reduced the number of missing-from-home incidents. One child who previously had a high number of missing-from-home incidents had several months where she did not go missing from the home.

The staff know how to whistle-blow and who to contact should they have any safeguarding concerns. The manager and the responsible individual respond effectively to allegations made against staff. Internal investigations are thorough, and children's views are obtained to inform outcomes. This has ensured that investigations are managed objectively and that there is an independent response to any risks identified.

Staff ensure that the children can contribute to their care plans and choose their daily activities. The staff meet children regularly to remind them of the complaints procedure and who to talk to if they are worried or feel unsafe. The children are encouraged to speak with their independent reviewing officer and attend meetings to share their views. This has resulted in children feeling listened to and safe.

Staff know the children well and recognise when they are feeling anxious or worried. The staff use appropriate de-escalation strategies to support children to make safe choices. However, when necessary, staff use proportionate restraint techniques to keep children safe.

Staff support children to reflect on their behaviours, using proportionate consequences and support work. However, the staff's description of the consequence is not always clear or detailed. This makes it difficult to review and monitor the consequence records.

The effectiveness of leaders and managers: good

The manager is suitably experienced and has a level 5 management diploma. The manager and the assistant manager are committed to supporting the children. They work closely with the staff to ensure that there is a consistent and planned approach to the children's care.

Staff value the manager's experience and are positive about the support they receive. The staff feel comfortable to discuss the needs of the children and any concerns that they have during supervision meetings. These meetings encourage the staff to have reflective discussions about their practice.

Team meetings are regular. The staff value the opportunity to discuss the children's care needs and progress. Regular team meetings support staff to have a consistent approach.

The staff either have a level 3 diploma or are working towards this. The staff have completed epilepsy training. They have been supported by the children and adolescent mental health service to understand children's individual needs. The staff develop their skills by accessing relevant training.

The monitoring systems are effective. The manager responds to any recommendations made by the independent person swiftly. Staff undertake weekly and monthly safety audits. The manager has oversight of these audits and any risks identified are dealt with quickly.

The staff use a computer database to save records and information about the children. However, some information is not saved onto the database and is therefore not easily accessible. This could lead to important information about children being lost.

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

Recommendations

- The registered person should ensure that records kept electronically can be easily accessed by anyone with a legitimate need to view it and, if required, be reproduced in a legible form. Information technology systems should ensure the safe storage of these records, and business continuity planning should be in place to prevent loss or damage to them. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 14.2)
- 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 records are clearly written and understood by the reader. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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 Limited

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

Responsible individual: Simon Bailey

Registered manager: Samantha Wilson

Inspector

Laraine Edmondson, Social Care Inspector

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