

2659026

Registered provider: Jules Private Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and operated by a private provider. The home provides care for up to three children who may experience social and emotional difficulties.

The manager is registered with Ofsted.

Since the last inspection, one child has moved in and was spoken to during the inspection.

Inspection dates: 5 and 6 May 2026

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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 18 November 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/11/2025	Full	Good
02/06/2025	Full	Inadequate
11/09/2024	Full	Requires improvement to be good
28/05/2024	Full	Inadequate

Summary of findings

Staff provide warm, consistent care, helping the child feel safe, to settle into the home quickly and build positive relationships. Support for the child's health is improving outcomes, although health plans require better recording. The child is making good progress in education, with increased engagement and early reading skills. Their views are consistently valued, contributing to improvements in independence, confidence and self-care. Safeguarding practice is effective, with a reduction in behaviours that are difficult to manage. However, records and plans need greater detail. Leadership and management require development, with inconsistent support to staff, weak oversight, and gaps in supervision, training and recording systems.

Inspection judgements

Overall experiences and progress of children and young people: good

Staff know the child well and show genuine warmth and care to the child. The child enjoys positive relationships with staff, despite their struggles with forming attachments. Staff have demonstrated unconditional care and commitment, which is helping the child to feel safe, secure and loved. This has also helped the child to settle quickly and feel a sense of belonging.

Staff support the child's health needs well. They encourage the child, who has been reluctant, to attend health appointments. This has helped the child attend a dental check-up for the first time. Staff are also helping the child lose excess weight through a healthy diet, portion control and exercise. As a result, the child's health is improving. However, the steps being taken are not clearly recorded in the child's health plan.

The child is achieving well in education considering their starting point when moving to the home. Staff support the child to develop a positive attitude towards learning, helping the child to enjoy education for the first time through home tutoring. The child is now learning to read. This is admirable progress, given that school and formal education are not part of the child's previous experience before moving to the home.

The child's wishes and feelings are regularly sought, ensuring that they have a meaningful say in their day-to-day care. Staff use incentives effectively to support the development of independence skills. For example, with support, the child has learned to cook meals and complete a weekly food shop. There is also clear progress in personal hygiene and self-care, which is contributing to improvements in the child's confidence and self-esteem.

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

Staff implement firm and consistent boundaries with empathy and understanding. Staff also have frequent discussions with the child, helping them to learn what is acceptable

and how to keep themselves safe. This helps the child to accept rules and make safer choices. This is an effective approach to safeguarding and, as a result, behaviours that are difficult to manage have reduced.

Staff understand the risks the child is exposed to and take effective action to reduce them, for example removing items that the child may use to harm themselves or others. Risk management and safety plans are updated and reviewed regularly. However, they do not contain enough detail about how staff should respond.

Staff respond well to behaviours that are difficult to manage, including physical aggression. They know the child well and use effective de-escalation strategies, such as giving space, using distraction and adopting a playful approach. This prevents situations from escalating, and physical intervention has not been required. Managers review incidents and use learning to improve practice. However, not all incidents are recorded in sufficient detail.

Children's complaints and concerns are taken seriously. A manager appropriately investigates the complaint and feeds back to the child. However, not all complaints have followed the home's complaint policy. For example, some complaints have not been adequately recorded.

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

The registered manager is warm and nurturing. However, she lacks confidence and knowledge in some aspects of her management role. She is receiving support from the responsible individual and an experienced deputy manager.

Staff experiences of working at the home are mixed. Some staff report feeling well supported by managers, while others feel overwhelmed and under-supported. This has, at times, discouraged staff from seeking help when needed. Managers are aware of these concerns and have plans in place to strengthen support for staff and improve morale.

Monitoring and quality assurance systems are in place and internal and external audits are undertaken; however, these require strengthening. Management oversight lacks rigour, resulting in limited awareness of service shortfalls and areas requiring improvement. This is an area for development.

Staff do not receive regular supervision that allows them to reflect on their practice. This limits the manager's ability to monitor performance and support staff wellbeing and development. Supervision records are also inconsistent.

Staff training is not adequately recorded and so it is unclear if staff are up to date with core training. Staff do not receive enough training in relation to the child's specific needs such as traits of autistic spectrum disorder and obsessive-compulsive disorder.

This has added to some staff feeling overwhelmed and intimidated by the child's level of need.

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

Statutory requirements

This section sets out the actions that the registered person 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 must comply within the given timescales.

Requirement	Due date
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; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(c)(h)) This specifically refers to ensuring that effective quality assurance and monitoring systems are in place, used regularly, and recorded. It also relates to ensuring that staff have the necessary training to meet the child's specific needs.	31 July 2026
Subject to paragraph (6), the registered person must establish a procedure for considering complaints made by or on behalf of children. The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39 (1) (3)) This specifically refers to ensuring that the complaints process is followed for each complaint and that records of the complaint, investigation and outcome are kept.	31 July 2026

Recommendations

- The registered person should ensure that staff continually and actively assess the risks to each child and the arrangements in place to protect them. Where there are safeguarding concerns for a child, their placement plan, agreed between the home and the child's placing authority, must include details of the steps the home will take to manage any assessed risks on a day-to-day basis. ('Guide to the Children's Homes Regulations, including the quality standards,' page 42, paragraph 9.5)
- The registered person should ensure that the health of looked-after children is assessed at regular intervals and the child's care plan must include an individual health plan setting out the approach that the placing authority will follow, and the desired outcomes required to meet the child's health needs. ('Guide to the Children's Homes Regulations, including the quality standards,' page 33, paragraph 7.4)
- The registered person must have systems in place so that all staff, including the manager, receive supervision of their practice from an appropriately qualified and experienced professional, which allows them to reflect on their practice and the needs of the children assigned to their care. ('Guide to the Children's Homes Regulations, including the quality standards,' page 61, paragraph 13.2)
- 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. ('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: 2659026

Provision sub-type: Children's home

Registered provider: Jules Private Limited

Registered provider address: Business Box, 3 Oswin Road, Leicester LE3 1HR

Responsible individual: Isaac Shumba

Registered manager: Ligranoh Chibwana

Inspector

Emma Dacres, Social Care Inspector

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