

2663448

Registered provider: JMR Healthcare Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately run and provides care for up to two children. The children may have complex needs, including support for their mental health, learning disabilities, adverse childhood experiences and social and emotional difficulties.

The manager registered with Ofsted in October 2023.

Inspection date: 14 March 2024

Date of last inspection: 7 November 2023

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector has looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Since the full inspection, one child has moved out of the home. At the time of this inspection, no children were living at the home.

A child moved out of the home as part of a plan that was quickly thought out and based on the child's wishes and age. In response, staff provided support to the child and their family in person and over the telephone. The child and family felt comfortable to call staff to request advice and to ask them to attend incidents in person. This ensured that the child and family had a continued network of support when it was needed, which has helped to provide stability.

As part of the outreach provided, staff continue to take the child to school one day a week to ensure that their education is not disrupted. Staff have helped the child to understand and learn skills such as budgeting and independent travel on public transport. This helps to boost the child's confidence and supports the child to develop adult life skills.

A new child, who has complex physical and mental health needs and neurodiversity, has been identified to move into the home. Leaders and managers have put together a thoughtful and sensitive plan to introduce the child to each staff member. This will be ongoing, and the time staff spend with the child will gradually increase. This will help to ensure that the child has less anxiety about moving into the home.

To ensure that staff have the skills and knowledge to work with the child's complex health needs, leaders and managers are collaborating with health professionals, such as dieticians. A team meeting has been organised to discuss the new child's current progress and how staff can best meet their needs. However, other relevant training that does not ordinarily require input from external professionals, such as understanding developmental trauma, has not yet taken place.

The interior of the building has been fully redecorated. Most of the home is bright and fresh. However, the office area is in the process of being finished. Leaders and managers recognise that further work to the building is needed before the child can move in, such as laminate flooring instead of carpets and anti-ligature fixtures and fittings.

Since the last inspection, there have been no negative consequences. Staff have been recording positive work as positive consequences without the child demonstrating positive behaviour. This means that genuine positive consequences and strategies used to support a child to make better choices are being missed.

Positive consequence records do not demonstrate that the consequence has been discussed with the child, the staff member implementing the consequence or that the consequence has been evaluated by the manager. There is a lack of scrutiny and important information about the child's feelings towards the measures that are used.

Supervision sessions take place regularly. These provide staff with space to talk about the work they do and what they need to enable them to fully function in their roles. This gives staff an opportunity to reflect on their work with leaders and managers. Staff said that they feel comfortable to raise issues with leaders and managers in supervision sessions or more informally. Staff said that they feel supported by the management team.

Leaders and managers have started to use an online recording system. This has supported staff to ensure that the records are kept up to date. Managers have increased oversight of records. This has minimised any gaps in recording, for example physical intervention reports are improved. Managers ensure that staff and the child are debriefed and that reports are monitored in a timely manner.

The manager has ensured that the home's statement of purpose is updated and sent to Ofsted in a timely manner. This means that Ofsted has clear information about the home.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/11/2023	Full	Requires improvement to be good
22/02/2023	Full	Good

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, The 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 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 staff receive training in relation to developmental trauma and specific training to meet the needs of a child moving in. This requirement is restated.	8 April 2024
The registered person must ensure that— within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and has signed the record to confirm it is accurate; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3) (b)(i)(ii)(c)) This requirement is restated.	8 April 2024

Recommendation

- The registered person should ensure that all redecoration and further work to the building to cater for complex self-harm behaviour is carried out before a new child moves into the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

Children's home details

Unique reference number: 2663448

Provision sub-type: Children's home

Registered provider: JMR Healthcare Limited

Registered provider address: The Gables, Old Market Street, Thetford, Norfolk
IP24 2EN

Responsible individual: Abbi Livingstone

Registered manager: Louise Ellis

Inspector

Hannah Phillips, Social Care Inspector

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