

2666653

Registered provider: Jeeves Care Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A small independent provider owns this home. The home provides cares for up to two children aged between 11 and 17 who may experience emotional and social difficulties and/or mild learning disabilities.

There has been no registered manager since June 2022.

Inspection dates: 10 and 11 May 2023

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: 20 June 2022

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/06/2022	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of this inspection, there was one child living at the home. Since the last inspection, no children have moved in or on from the home. The child is making good progress relative to their complex starting point.

Before living at the home, the child had not attended school for some time. The child was supported and encouraged to engage with home tutors while a suitable school place was sought. The child has recently returned to full-time education at a local school. This significant achievement is acknowledged and celebrated daily by the staff and managers.

Staff support the child to enjoy a range of activities in the community and at the home. The child loves animals and enjoys going out on trips to the zoo and local animal farms. More recently, the child has shown an interest in trampolining. The provider has bought a large trampoline for the child to enjoy regularly. Hobbies are encouraged and supported. The child is a talented musician and enjoys weekly lessons and playing the violin for staff. Such activities increase confidence and help to nurture the child's talents.

Staff ensure that the child's voice is heard and that the child knows how to make a complaint. There has been one complaint since the last inspection. The responsible individual investigated and resolved the complaint. The child is happy with the outcome and said that they felt listened to throughout the process.

The child is learning age-appropriate independence skills. These include keeping their bedroom clean and tidy, taking care of their pet cat responsibly and learning new cooking and baking skills. These valuable skills will help them in their adult life.

Staff support the child to keep in regular contact with the people who are important to them. The child's family members visit the home; arrangements are made in consultation with the social worker. Staff recognise the importance of working in partnership to ensure that these positive relationships are maintained. The child's parent said, 'When I visit, the staff always make me feel welcome. The staff help with the transport and [child's name] has formed great relationships with them. The staff are doing a brilliant job and are good role models.'

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

The child feels safe at the home. During this inspection, the child said, 'I love it here. The staff really do care about me. I know that staff will protect me. They have really helped me. I think this home is outstanding.'

The child's risk assessments are comprehensive and detailed and are updated promptly. These provide staff with the necessary strategies to minimise any potential dangers and keep the child safe.

Despite a history of going missing from home, there have been no incidents of the child going missing from this home. The staff have formed positive relationships with the child and the child respects and listens to them. There is a detailed protocol for staff to follow if the child was to go missing from home. The staff have the appropriate guidance and knowledge to manage incidents effectively.

There have been no incidents requiring physical intervention. Staff are effective communicators. They are skilled at diverting and de-escalating any potential incidents. Regular, meaningful conversations have enabled the child to discuss their feelings and helped staff to understand what works well for the child.

There have been four safeguarding incidents. Two of these relate to incidents that occurred before the child moved to the home. The responsible individual has appropriately investigated and liaised with the local authority designated safeguarding officer. However, three of these incidents were not notified to Ofsted. This reduces effective monitoring of the home by Ofsted.

The effectiveness of leaders and managers: good

The registered manager left in June 2022. A new manager was appointed, who left in February 2023 before registering with Ofsted. The current manager started in March 2023. She is child-focused and knowledgeable and is in the process of applying to register with Ofsted.

The home was without a manager for one month. The responsible individual oversaw the home and employed a consultant to support while a replacement manager was sought. This ensured that effective management oversight and guidance to staff were maintained during this period.

Staff are happy, motivated and enjoy working at the home. They say that they feel valued in their roles and well supported by the responsible individual and the new manager.

The managers and staff have built good relationships with external professionals. Those professionals spoken with during this inspection said that the manager works in partnership with them and that communication is good.

Staff receive a structured induction and regular, good-quality supervision. All staff have undertaken the home's mandatory training during their initial induction period. Staff are encouraged and supported to achieve the required level 3 diploma. This means that staff are well equipped to care for the child.

The recording of incidents is generally good. However, dates have been inaccurately recorded on occasions. This could result in staff following incorrect information.

The managers have met the two requirements and two recommendations raised at the last inspection.

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 registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there; there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(c)(e))	30 June 2023

Recommendation

- 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: 2666653

Provision sub-type: Children's home

Registered provider: Jeeves Care Group Limited

Registered provider address: 71 Knowl Piece, Wilbury Way, Hitchin,
Hertfordshire SG4 0TY

Responsible individual: Kalvinder Khelie

Registered manager: Post vacant

Inspector

Lynne Drage, Social Care Inspector

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Piccadilly Gate
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Manchester
M1 2WD

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