

2686229

Registered provider: Jayne's Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned children's home that is registered to provide care for up to four children who may experience social, emotional and mental health difficulties.

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

The manager has been registered with Ofsted since September 2022.

Inspection dates: 29 and 30 April 2025

Overall experiences and progress of children and young people, taking into account	outstanding
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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 highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 18 June 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/06/2024	Full	Good
07/11/2023	Full	Good
22/02/2023	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children are happy living in the home and have wonderful relationships with the staff who care for them. The children said that staff always focus on doing what is best for children. One child said: 'They talk to my social worker about what is good for me and always help me.'

Professionals and families consistently say that staff have a deep understanding of what is important to children. Staff use this understanding to develop creative and innovative ways to support the children. One child's parent expressed immense gratitude to the staff for the care that they have provided, saying: 'Honestly, I couldn't ask for any more. I will always be grateful for what they have done.'

Staff embrace the uniqueness of each child. They understand, respect and celebrate their individuality. As a result, the children feel valued and accepted for who they are.

Children make exceptional progress in all areas of their lives, particularly in their emotional well-being. The children feel more equipped to understand and manage their emotions, attributing this in part to the support that they receive from staff. The children receive one-to-one therapy from the home's therapeutic team. This service also provides guidance to the staff to help them better understand and respond to the children's behaviours.

All the children are in education and are making great progress with their learning. A child who recently moved in has already, in a short time, made exceptional progress with their speech. The child's social worker said that they are now able to engage in full discussions, something that they had not been able to do before moving in. As a result, the child is now more able to communicate their needs. This has had a positive effect on their behaviour and well-being. Staff use a range of tools to assist the children in their learning and communication, such as picture aids and social stories.

Children's needs are thoroughly considered before moving in to ensure that staff can provide them with the level of care that they require. Staff meet with the children before they move to enable early introductions and provide helpful information about the home. Because of this, the children are better prepared to manage this change and settle quickly.

Since the last inspection, one child has moved out. Staff went above and beyond to support the child, demonstrating great commitment and care to ensure this was a positive time. Staff also provided extensive care and oversight following the child's move. The child's social worker provided feedback to the team thanking them for their 'tireless commitment, which goes further than a job' and praised them for the level of care that they consistently provide to children.

The staff ensure that the environment is homely and safe for the children to live in. It is decorated and furnished to a high standard. The staff consult with the children about how they want their bedrooms decorated. As a result, the children have wonderful bedrooms which reflect their individual identities. The children also contribute to the decoration in wider communal areas of the home, with displays of artwork which the children have painted and pictures they have chosen hanging on the walls.

Children engage in a wide range of activities and hobbies. Many of the children are excelling in their chosen interests and this is celebrated through certificates, trophies and awards that they have received.

The manager and staff act as strong advocates for the children. They ensure that the children receive the support and services that they need.

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

Children feel safe where they live and credit this to the care that they receive from the staff. The children feel able to approach staff if they have any worries and know that any concerns will be taken seriously and quickly acted on.

Staff have a solid understanding of the risks that the children face. The staff are knowledgeable about what is expected of them should any safeguarding concerns arise.

Children are rarely missing from the home. When they do go missing, staff take proactive steps to look for them and seek their return. Staff routinely liaise with family members and other professionals to update them when children are missing, working with them to gain information on where the children might be. When the children return, staff spend quality time with them checking on their welfare and seeking to understand why they were missing. Staff ensure that social workers are kept updated and request that independent return home interviews are completed.

Staff sometimes use physical interventions as a last resort to ensure children's safety. When used, these are proportionate and safely completed by trained staff. Following any physical intervention, staff check on the welfare of the children through supportive discussions and consistently offer medical assistance.

Staff use appropriate and fair consequences when needed. Staff regularly praise the children and use incentives to promote positive behaviour. The children are reminded of the expectations of them. Consequently, children have a clear understanding of the rules and why these are in place.

Staff ensure careful monitoring of the children's safety when using the internet and mobile phones. They provide information to the children to support them to understand the associated risks. Staff also invite safeguarding professionals into the home to meet with the children and speak to them about contextual safeguarding.

There are some shortfalls in record-keeping. While staff ensure that all incidents are documented, records do not always detail the full steps taken by staff to manage situations. All the children have individualised risk assessments, but this information is often recorded across multiple documents, leading to the possibility of some information becoming disjointed or missed. Additionally, there is some information from other professionals missing from the children's files. Due to the staff's knowledge of the children, these issues have not had a negative impact on children or their safety.

The effectiveness of leaders and managers: outstanding

The home is managed by a highly experienced registered manager who has managed the home since it first opened in 2022. The manager and the responsible individual both have a strong presence in the home and operate what staff refer to as an 'open-door policy'. Both regularly work alongside staff and model good practice while also ensuring strong oversight of the care provided. As a result, the children feel that the manager and responsible individual are trusted adults who are approachable and responsive.

There are robust systems in place to ensure good communication between staff. This includes daily handovers and reflective discussions, both of which ensure that important updates and information about the children are shared. Team meetings take place regularly, and staff receive one-to-one support through good-quality supervision.

The manager has high expectations and sets high standards for the care that staff provide. She is highly motivated by her desire to ensure that all children have positive experiences and make progress. The manager has a comprehensive knowledge of every child and ensures that support is tailored to their individual needs and experiences.

The manager and responsible individual have a solid understanding of the home's strengths and weaknesses. They continuously re-evaluate and adapt systems and practice to drive improvement in the quality of care that children receive.

Morale among the staff is high. Staff receive exceptional management support and feel listened to. Staff take great pride in their work, recognising the positive difference that they make in the children's lives. They are happy working in the home and as a result the team has remained consistent since the home first opened. This stability has meant that the children have been able to develop meaningful relationships with staff.

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 registered person must maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child. (Regulation 36 (1)(a)) In particular, the registered manager must ensure that detailed written records are completed of all safeguarding incidents and that up-to-date copies of children's care and education plans are held on their files.	27 June 2025

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: 2686229

Provision sub-type: Children's home

Registered provider: Jayne's Homes Limited

Registered provider address: 132 Burnt Ash Road, Lee, London SE12 8PU

Responsible individual: Mathew Spencer

Registered manager: Lisa Ford

Inspector

Kerry Howarth, Social Care Inspector

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