

2744844

Registered provider: JTA Health Care 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 2 children who experience social and emotional difficulties.

The home was registered with Ofsted in December 2023. The current manager registered with Ofsted on 1 August 2025.

Two children were living in the home at the time of this inspection. Both children met with the inspectors.

Inspection dates: 9 and 10 February 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	requires improvement to be 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: 25 June 2024

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
25/06/2024	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff have a sound understanding of children's individual needs and children make progress from their starting points. Staff build positive relationships with the children and actively seek their views through one-to-one conversations. Staff have helped one child to explore their longer-term aspirations, including living with their family abroad. This demonstrates that staff respect children and give them an opportunity to express their wishes and feelings.

Staff encourage and support children to develop independent living skills, including cooking, doing laundry and managing personal hygiene. Children's personal care skills have improved since living at the home and they now take pride in their personal appearance.

Staff understand children's mental and physical health needs. They actively encourage children to engage with specialist services to receive help to understand their previous experiences. They support children to attend routine health appointments and work with them to improve their diet by encouraging them to eat nutritious meals.

Staff promote children's education. They support one child to attend school and the child is achieving 100% attendance. For children who are not in education, the registered manager communicates effectively with social workers and schools to gain support for the children to engage in ways that suit their individual needs. For example, staff supported one child to build a positive relationship with their tutor, to engage them in individual tuition as a step towards full-time education.

The registered manager and staff recognise the importance of family relationships. The registered manager has actively worked with children and their parents to repair strained relationships, helping children to maintain important bonds. Staff also facilitate visits to the home by families and friends, celebrating special occasions such as birthdays, and helping them to create memories of important milestones.

How well children and young people are helped and protected: requires improvement to be good

Staff demonstrate a good understanding of children's risk and needs. However, children's risk assessments are not consistent. Although relevant risks and triggers are identified, risk reduction strategies are vague, and dates in one child's risk assessment are inconsistent, limiting its usefulness for guiding staff practice.

Children's behaviour management plans are individual to their needs, containing clear guidance on how to de-escalate incidents and promote positive behaviours. However, despite this, staff are unable to de-escalate incidents and often resort to using the police.

to de-escalate one child's behaviours. These actions risk criminalising the child and create distrust of emergency services.

The quality and impact of key-work sessions vary. While staff do undertake key work with children, they do not always use these opportunities to address each child's specific needs. For example, although staff have supported one child to explore and embrace one aspect of their ethnic identity, they have not helped the child to reflect on or accept the other part of their heritage. This shortfall means that the child has not been supported to understand and embrace their ethnic background in a balanced way. On the other hand, another child has benefited from targeted work, which has helped to reduce episodes of going missing, decreased unnecessary calls to emergency services and encouraged them to open up to staff emotionally.

For one child, episodes of going missing have reduced significantly. Staff follow missing-from-home protocols appropriately. They search local areas, they attempt to contact the child to encourage their safe return and they report concerns to safeguarding services, including the police and the child's placing authority. Staff also work very closely with parents when children are away from the home, to help track their whereabouts. Additionally, children have become more willing to communicate with staff during unauthorised absences, which enables staff to better understand their movements and support their safe return.

Safer recruitment procedures are not robust. One staff's employment gap was not fully checked and verified.

The effectiveness of leaders and managers: good

The home is managed by a suitably qualified and dedicated registered manager who has a thorough understanding of each child's individual needs.

Staff supervision sessions take place regularly and records show that staff are supported to reflect on children's needs. For example, one staff member reflected on how children's emotional withdrawal is an early sign of distress, and considered how to support children during these times. This demonstrates that supervision provides meaningful opportunities for staff to think about children's experiences and how best to support them in a timely manner.

Staff are provided with adequate training and have completed all relevant training to help them to meet the needs of the children, including safeguarding, behaviours perceived as challenging and emotional dysregulation. The range of training provides staff with opportunities to build their knowledge and stay up to date with relevant issues. However, the training has had limited impact on some staff members' day-to-day practice, particularly in relation to behaviour management, which has resulted in requiring police support to manage behaviours.

Team meetings are regular and are well attended. Ice breakers put staff at ease, and the registered manager encourages good practice. Children's needs are discussed in detail,

including how children need to be cared for and supported. This helps staff to meet children's day-to-day needs. However, staff voices are not always captured well in records, making the team meetings appear to be directive, and it is unclear how staff are expected to put learning into practice.

The registered manager and staff have built positive relationships with children's parents and professional networks. All parents and professionals have highly praised the registered manager and staff for the support and care given to children, highlighting excellent communication and good progress made by children from their individual starting points.

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 positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— meet each child's behavioural and emotional needs, as set out in the child's relevant plans; help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding; that each child is encouraged to build and maintain positive relationships with others. (Regulation 11 (1)(a)(b)(c) (2)(a)(i)(iv)(v)(b)) In particular, leaders and managers must ensure that staff are supported and equipped with the necessary skills to handle challenging behaviours without resorting to police involvement.	30 March 2026

The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (3)(d)) In particular, leaders and managers must ensure that they check and verify gaps in staff employment history.	30 March 2026
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— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff work as a team where appropriate. understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (2)(a)(b)(f)(h)) In particular, leaders and managers must monitor and improve the quality of records. These relate to key-work sessions and team meeting minutes. They must accurately capture key discussions and include clear action plans.	30 March 2026

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: 2744844

Provision sub-type: Children's home

Registered provider: JTA Health Care Limited

Registered provider address: 68 Highgate Road, Walsall WS1 3JB

Responsible individual: Billyamin Adedayo

Registered manager: Joan Henry

Inspector

Amena Begum, Social Care Inspector
Michele Henry, Social Care Inspector

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