

2748075

Registered provider: Jamores Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned children's home provides care for up to four children with social and/or emotional difficulties and learning disabilities.

The home and the manager were registered on 3 June 2024.

This is the first inspection of the home since it was registered.

At the time of the inspection, one child was living at the home.

Inspection dates: 12 and 13 November 2024

Overall experiences and progress of children and young people, taking into account	good
---	-------------

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

The effectiveness of leaders and managers	good
---	------

The children's home provides effective services that meet the requirements for good.

Date of last inspection: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

Staff provide a good level of child-focused care to meet the needs of the child. The child has developed trust and built secure relationships with the adults who are looking after them. Staff encourage the child to participate in a variety of activities, which promotes their self-confidence and self-esteem. Staff use easily understood language alongside consistent routines and boundaries. This helps the child to understand their plan and work with staff to achieve their goals. This contributes to the child developing an appropriate sense of permanence and belonging.

Staff treat the child with dignity and respect, and the child experiences sensitive and responsive care. Staff demonstrate good knowledge of the child's background, and the care they provide is sensitive to their history. This helps the child to build positive relationships with staff and contributes towards them developing a positive view of themselves.

Staff spend time with the child to support them to develop their independence and a sense of their likes and dislikes. Staff supported the child to help decorate the home with colours and soft furnishings that they like. This has contributed to the home being comfortable and child-friendly. The child and staff have cooked meals together, which further supports the child's confidence while developing their independence.

Staff encourage the child to attend routine appointments with the dentist, doctor and optician. The child consistently takes their prescribed medication, and the child is clear about their medication routine. This contributes to maintaining the child's well-being. Staff work with specialist professionals to ensure that prescribed medication is available for the child and that this is reviewed when needed.

Staff regularly support the child to stay in touch with people who are important to them. Staff encourage family members to stick to the plans to see the child, and they often encourage family members to visit the home or take the child out in the community. Staff also encourage regular telephone calls to support the contact that is important to the child.

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

Staff understand the child's individual needs and relevant risks. Staff keep risk assessments up to date, clearly detailing the child's vulnerabilities and setting out what action staff should take to manage any risks. The manager also regularly reviews risk assessments to ensure they are accurate and have helpful strategies. These strategies have enabled staff to take a proactive role in reducing risk and helped staff to respond quickly and effectively if there are any safeguarding concerns. This has contributed to a reduction of incidents and the child being safer.

Staff use de-escalation techniques effectively when incidents occur. The registered manager and staff also use creative alternative strategies to avoid incidents happening in the first place. For example, staff created a shift planner with the child that helps the child understand which staff member will support specific needs. However, this is not a rigid approach, and the child can also choose specific members of staff to support them in specific areas at different times. This empowers the child within their own care.

Staff understand that restraint is only used as a last resort. Records are detailed, and staff and the child are given support afterward to reflect on any incidents. These debriefs are completed in accordance with the child's communication needs. The registered manager monitors all incidents that take place and has noted that there has been a reduction in incidents over time. The registered manager believes this is due to the child building trusting relationships with staff.

Incentives and rewards are used effectively. Staff have created reward charts to help promote positive behaviour. Staff encourage and support the child to gain reward stickers, which leads to them achieving their incentive goals. There is a designated behaviour support person who helps the child to engage with therapeutic support services. This support helps the child to think about their behaviour and share their opinions with staff. This is effective and meaningful because of the good relationship the child has with the adults who care for them.

The home has effective links with social workers, local authority designated officers and other safeguarding partners. There is good communication about safeguarding worries. This communication leads to a coordinated response to keeping the child safe. Allegations about staff have reduced significantly. However, when allegations are made, the registered manager addresses these quickly and thoroughly and liaises well with other professionals as needed.

The effectiveness of leaders and managers: good

The registered manager ensures that the physical environment is maintained to a high standard and meets the needs of the child. The home feels and looks homely, and any damage or wear and tear is quickly and regularly repaired. This commitment to the physical environment contributes to the sense of belonging that the child experiences within the home. Staff and the manager ensure that the physical environment is safe, secure and protects the child from harm or the risk of harm.

Leaders and the registered manager prioritise the needs of the child. The home's care planning process is effective and inclusive. The registered manager takes steps to ensure that the child's plans identify their individual needs and takes their overall local authority led care plan into consideration. The registered manager works proactively and positively with other agencies and professionals. They establish effective working relationships with parents and social workers. This results in collaborative working which meets the child's needs.

Staff work together well to provide consistency and stability for the child. Staff told inspectors that they are well led and well supported by their manager. Training, development and induction activities are effective. They are focused on ensuring that staff can meet the specific needs of the child they are responsible for. This leads to the child being cared for by staff members who are well informed and knowledgeable about their individual needs.

The registered manager and staff receive regular and effective supervision that is focused on the child's experiences, needs, plans and feedback. Records are thorough. There is effective support and challenge to staff, through team and management meetings, to ensure that the professional development of staff and leaders results in the right environment for good practice to thrive.

The home's statement of purpose has not been updated as required. Inspectors noted that some parts of the statement related to another home.

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— keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (3)(a)(b))	3 January 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: 2748075

Provision sub-type: Children's home

Registered provider: Jamores Limited

Registered provider address: 2 Thames Innovation Centre, Studio 52, Veridion Way, Erith DA18 4AL

Responsible individual: Karen Malcolm

Registered manager: Lisa John

Inspectors

Ruth Okezie, Social Care Inspector
Jo Tarbie, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2024