

2792072

Registered provider: The Jubilee House Care Trust Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a charity and can provide short-break services for up to two children and young people with social and emotional difficulties, learning disabilities and physical disabilities.

The manager registered with Ofsted in October 2024. The home has not been previously inspected.

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

Inspection dates: 17 and 18 June 2025

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: 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

The child who lives at the home has recently moved in, in an emergency. This is a short-term arrangement. The child was not spoken with during the inspection. However, highly positive feedback was gained from another child who uses the short-break service.

Staff support children to remain with their families when appropriate. Staff maintain good levels of communication with families to ensure that information is shared effectively and that everyone is aware of any significant changes.

Staff ensure the children have an enjoyable time during their short-break stay. They offer a range of activities, such as meals out and trips to the cinema. They take the children out for long walks to lakes, parks and farms to enjoy nature. This helps the children to feel relaxed.

Staff recognise when children make progress. They celebrate their successes, however small.

Staff support children's well-being. When children struggle with their mental health, staff make sure the children feel listened to and have their feelings validated. For example, staff created a poster for one child celebrating all the positive things they saw in them. They worked with the child to help them see the positives in themselves. This helped the child to feel safe when sharing difficult feelings.

The children enjoy the varied outdoor spaces. The staff help the children learn about sustainability, with bug hotels, a wormery and planting areas for children.

Staff listen to the children and the children's views are acted on. For example, because of the children's feedback the staff have supported them to make cakes and jewellery to raise money for new equipment. The children have enjoyed the new table tennis table and a virtual reality headset purchased through their fundraising.

One child said, 'They [the staff] helped me and my family a lot, they came along at a time I needed something good in my life.'

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

The home provides care and support to extremely complex and vulnerable children. Staff understand risk and how to keep children safe. Children say they feel safe. Parents say that they feel their children are safe and well cared for.

The staff work hard to make the house as homely as possible. This is despite the high levels of specialist and sometimes restrictive measures needed to keep the children

safe. The children are involved in any home improvements and changes of decor when possible.

Staff build strong and trusting relationships with the children. This means children feel able to come to them and gain reassurance when they are struggling. Children do not go missing from the home.

Staff understand the children and are good at recognising the early warning signs of the children becoming distressed. Staff have effective strategies that help to calm and distract children when things are difficult for them. Consequently, there have been no incidents of physical restraint.

Staff understand the children's need to keep busy for their positive mental health. They carefully balance children's need to be busy and occupied with the space they need to recover from difficult times. When children are struggling with their emotions, staff use therapeutic strategies that help them to remain calm.

The effectiveness of leaders and managers: good

The experienced and suitably qualified manager maintains good management oversight. Regular and thorough audits mean that any shortfalls in practice or recording errors are quickly acted on, and that conversations take place with staff to reduce the risk of reoccurrence.

The manager uses induction processes to assess the progress and capability of new staff effectively. Managers use scenarios to help staff think about how they would manage situations should they occur. For example, scenarios regarding safeguarding help staff to be clear on the actions to take should they have a concern.

Staff find their regular supervisions helpful and a safe space to discuss any matters of concern. Staff use the time constructively to discuss the children and any emerging concerns. Team meetings are well planned and well attended. Good-quality conversations with staff mean they feel listened to and valued.

Managers upskill the staff. They provide regular, good-quality specialist training relevant to the children's complex needs. Managers take the time to explore new approaches to supporting children and share these with the team.

Leaders provide good support for staff through their well-being and assistance programmes. They celebrate staff's skills, attributes and achievements. This shows the staff they are respected and validated.

There have been no requirements or recommendations issued from this inspection.

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: 2792072

Provision sub-type: Children's home

Registered provider: The Jubilee House Care Trust Limited

Registered provider address: 6 Silver Court, Watchmead, Welwyn Garden City
AL7 1LT

Responsible individual: Samantha Perry

Registered manager: Alaina Coates

Inspector

Dan Williams, Social Care Inspector

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