

2794664

Registered provider: Jeeves Care Group Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned and provides care for up to four children who experience social and emotional difficulties or have learning disabilities.

At the time of this visit, one child was living at the home, and they contributed to the visit.

The manager, who was previously in the role of responsible individual, assumed the role of manager in September 2025 after the previous manager left the position. She has applied to register with Ofsted.

Inspection date: 3 December 2025

This monitoring visit

The home was inspected in April 2025 with a judgement of 'good' for overall experiences and progress of children.

We carried out this visit after receiving concerns about poor safeguarding practices at the home. The inspector did not identify any supporting information for the concerns raised.

Leaders and managers ensure that staff have the necessary skills, knowledge and understanding to support children's individual needs and respond appropriately. Staff have used physical intervention to ensure children's safety during times when they display self-injurious behaviour. The use of such measures has been appropriate and proportionate.

Leaders and managers have ensured that staff have a required understanding of the General Data Protection Regulation (GDPR). Staff record information with integrity and honesty. This allows for accurate reporting and individual accountability.

Leaders, managers and staff form a diverse team. Differences are celebrated and encouraged. Cultural needs are understood and supported. The child shares the same first language as a staff member, which supports both the child and the staff team with communication and provides the child with a reinforced sense of self.

Leaders and managers have taken steps to review concerns raised by staff. These have been escalated to the appropriate professional agencies and reviewed independently, which allows impartiality and provides opportunities for learning and development. The concerns, however, were not shared with Ofsted promptly, which does not allow for effective regulatory oversight.

Requirements raised at the last inspection are outside of the scope of this visit. These will be reviewed at the next inspection and are restated below.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/04/2025	Full	Good
21/01/2025	Full	Requires improvement to be good

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 with the given timescales.

Requirement	Due date
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— ensure that staff work as a team where appropriate; ensure that the home has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to each child; 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 (1)(a)(b) (2)(b)(d)(e)(f)(h)) In particular, ensure that: efficient monitoring and review systems are in place; opportunities are taken to learn from practice; information is disseminated to all staff to improve the quality of care when available; any concerns raised by staff are addressed promptly.	1 August 2025
The quality and purpose of care standard is that children receive care from staff who—	1 August 2025

understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child. (Regulation 6 (1)(a)(b) (2)(c)(i))	
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1) (2)(a)(b)(c) (5))	1 August 2025
The registered person must review the appropriateness and suitability of the location of the premises used for the purposes of the children's home at least once in each calendar year taking into account the requirement in regulation 12(2)(c) (the protection of children standard). When conducting the review, the registered person must consult, and take into account the views of, each relevant person. (Regulation 46 (1) (2))	1 August 2025

The registered person must notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there; a child protection enquiry involving a child — is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))	1 February 2026
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Information about this inspection

The purpose of this visit was to monitor a specific concern Ofsted received.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 2794664

Provision sub-type: Children's home

Registered provider: Jeeves Care Group Ltd

Registered provider address: 7 and 8 Portmill Lane, Hitchin SG5 1DJ

Responsible individual:

Registered manager: Kalvinder Khelie

Inspector

Sarah Cooper, Social Care Inspector

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