

2818630

Registered provider: JMR Healthcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a private organisation. It provides care for one child who may experience social and emotional difficulties.

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

The manager registered with Ofsted in February 2025.

Inspection dates: 28 and 29 July 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	requires improvement to be 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

At the time of inspection, one child was living at the home. The child living in the home moved there in July 2024, before the home was registered with Ofsted. The inspector met with the child.

The home is in a pleasant, quiet village. It is decorated to a high standard and has a homely feel. The manager is continuing to improve the home.

When the child moved in, there were court-ordered restrictions on their liberty to help keep them safe. The restrictions have since been lifted. This is due to the significant and sustained progress that the child has made. All external professionals spoken to said that the child is safer, very settled and continuing to do well.

The manager and staff are warm and understanding in their approach. They talk about the child very fondly and know and understand the child well. A professional said that the child 'has done fantastically'. The child's social worker said that staff are 'very strengths-based'.

The child said that they like their room and that they like the staff. They feel ready to move to a foster family because this would make them feel less like a 'child in care'. Being ready to move to a family setting shows the positive progress made.

Staff encourage the child to do well in education. The child has recently been enrolled in mainstream full-time education. This is a significant step forward. Professionals recognised how hard the staff worked to help the child to successfully attend education. Tutors remain involved to help with the transition to mainstream. The child has ambitions for careers they may want to go into when they are older.

Staff help the child develop their interests, which include horse-riding, shopping and spending time with friends and family. This brings a sense of enjoyment and creates positive experiences and memories. The staff support the child's time with people who are important to them, and this includes taking the child to see their family.

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

The manager and staff work closely with the child's social worker and other professionals to help keep the child safe. Professionals said that the child is always at the forefront of decisions. The child has very good relationships with managers and staff and communication is excellent. This helps the child to receive consistent care.

Missing-from-home incidents used to be a significant concern for the child, but the number of incidents has greatly reduced. The child has been missing from home on two occasions. Staff responded appropriately by following their missing-from-home protocol.

Due to the relationships the child has with staff, the child was able to talk about what was happening for them. The child has not been missing for several months.

Staff help the child to think about safety by having conversations with them about relationships, sexual exploitation and internet safety. The child talks to staff about their past experiences, and staff help the child to reflect and prevent similar situations. The child spends regular time in the community. Due to their relationships with the child, staff have managed incidents with ease.

There has been one allegation made against a member of staff. This was investigated fairly and quickly in a child-centred manner. There is also an ongoing investigation into an allegation of concern about a senior member of staff. Action taken by the managers in response to the allegations are appropriate and interim arrangements are effective.

On occasions, the child experiences distress that results in self-injurious behaviour that causes superficial injuries. Staff offer calm, consistent care in these moments. They inform the relevant professionals and help the child to consider other ways to express their feelings. The child's plan has not been updated with the most recent incident. This means there is a chance that staff will not be aware of up-to-date information.

The effectiveness of leaders and managers: requires improvement to be good

The home is managed by a permanent registered manager who is working towards his level 5 qualification. He is supported by a deputy manager. Professionals spoke highly of both managers' communication, the care they provide and their relationships with the child. This has helped improve the child's experiences and outcomes.

The safer recruitment processes are not thorough. One member of staff was employed without gaps in their employment being fully explored and without contacting all previous employers with whom they had relevant care experience. Leaders and managers have recently improved their safer recruitment policy and are carrying out an audit of recruitment records.

The therapeutic model that is outlined in the statement of purpose is not evident in day-to-day practice. This is acknowledged by managers. Staff have received some therapeutic training and have further training booked.

The managers are recruiting new members of the team, after some members of staff left. The manager uses regular bank staff. The child has established positive relationships with these members of staff. Leaders and managers have not ensured that these regular bank staff are taking their relevant level 3 qualification. Core staff are appropriately enrolled on the course to gain the required qualification.

A staff member said that they were part of a 'lovely' team and described feeling well supported and happy at the home.

Managers' oversight supports evaluation of the quality of staff's practice. Leaders and managers are developing this further. They make good use of their monthly independent person visits to develop and improve children's care. There is a positive attitude toward learning and improvement.

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 recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; or if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3). The requirements are that— the individual is of integrity and good character; the individual has the appropriate experience, qualification and skills for the work that the individual is to perform; the individual is mentally and physically fit for the purposes of the work that the individual is to perform; and full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1)(2)(a)(b) (3)(a)(b)(c)(d))	25 August 2025
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—	25 August 2025

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 have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(a)(b) (2)(a)(c))	
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Recommendation

- The registered person should ensure that they continually and actively assess the risks to each child and the arrangements in place to protect them. In particular, ensure that the child's risk assessment is kept up to date. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.5)

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: 2818630

Provision sub-type: Children's home

Registered provider: JMR Healthcare Limited

Registered provider address: Roxburgh House, Rosebery Business Park, Mentmore Way, Poringland, Norfolk NR14 7XP

Responsible individual: Janka Rodziewicz

Registered manager: Branton Matinyadze

Inspector

Carrie Twinn, Social Care Inspector

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