

SC019441

Registered provider: Jubilee House Care Trust Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A registered charity runs this home and provides short-breaks for up to five disabled children aged between five and 18. Day care is also offered for children who have similar needs.

The manager registered with Ofsted in 2004.

Inspection dates: 5 and 6 March 2024

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: 10 October 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/10/2022	Full	Good
17/01/2022	Full	Good
17/07/2019	Full	Outstanding
03/10/2018	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of this inspection, one child was staying overnight for their short break and one child was visiting the home until the early evening. In total, 46 children visit the home on a regular basis for overnight stays and day visits.

Children experience well-planned stays. This is because staff work with families and professionals to gather important information about children. This information is used meaningfully to plan who children will spend time with. As a result, children enjoy their visits and have made friendship groups. Staff help children to have positive experiences.

The inspector observed staff showing children respect, love and kindness. Staff ask children how their day has been and they show genuine interest in the children. Photos of children and their achievements are on display. One parent said, 'The staff greet [child's name] when we arrive. In some places she is ignored. Staff ask her questions and speak directly to her. This means so much to us.' Staff help children to feel valued.

Staff organise a variety of activities and experiences that they know children will enjoy. Children have been to adventure parks, farms, trampoline parks, the cinema and bowling. Staff also organise meaningful activities at the home that encourage children to explore their senses. Staff photograph these events and create memory books for each child. This helps children to have positive memories while building confidence and self-esteem.

Children make good progress. This is because staff use praise and reassurance consistently. One child has learned to put their own shoes on. One child has developed their social skills and is starting to make friends. One professional said, 'The staff actively engage with children to enhance their skills.'

Children's vulnerabilities are well understood by staff. Staff have helped one child to take their medication when they feel anxious. Children who experience seizures receive care that helps them to feel better. Staff are proactive and help children to feel calm and safe.

Staff receive additional training to care for children with complex health needs. Children experience good levels of care and attention. Staff work with families and external professionals to make certain that children's health is monitored closely. Audio and visual monitors are used overnight to check children's health. However, consent from the local authority to use monitors is not consistently gained.

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

Staff understand their roles and responsibilities to report any safeguarding concerns. Staff know the children well and are skilled at noticing any changes in a child's behaviour. Managers are proactive in monitoring concerns about children. Referrals to the local authority are made without delay and followed up. All professionals and family members spoken with said that they feel children are safe.

Structured and personalised responses from staff mean that children feel reassured if they are upset. Staff follow agreed strategies in children's plans consistently. One parent said, '[Child's name] is not an easy child but they manage him faultlessly.' Trained staff support children through behaviour incidents sensitively.

There have been no physical interventions since the last inspection. The strong relationships between staff and children mean that staff de-escalate incidents of difficult behaviour well. The manager has oversight of all incidents and opportunities are provided to staff and children to reflect and learn. However, some words used by staff to refer to children can be seen as institutionalised.

Children experience regular fire drills to help them to understand what will happen when the alarms are activated. However, guidance on how to help children leave the building in the event of fire lack detail. This means that children may receive inconsistent approaches in an emergency.

The effectiveness of leaders and managers: good

The manager is suitably qualified and experienced. She knows the children well and is committed to providing high levels of care to them at all times. The manager has high aspirations for the children and the staff team. Her commitment and enthusiasm for high standards of care are reflected in the staff's practice.

Staff speak highly of the manager. They say that she is supportive and knowledgeable. The manager creates a warm and open culture at the home. As a result, staff morale is high and the staff enjoy their roles.

The manager follows safer recruitment processes. New staff receive a comprehensive induction and regular support. Any concerns about staff practice are investigated without delay. This ensures that children are supported by staff who have been thoroughly considered for their role.

Staff receive regular supervision and appraisal in line with the home's statement of purpose. These meetings support staff to undertake their roles effectively. Regular team meetings encourage sharing of information and support consistency of practice at the home.

The manager and staff team consistently strive to learn and develop their practice to ensure that children are provided with consistently good levels of care. Specialist

training is provided to ensure that staff have the skills required to understand and help children with complex health, behaviour and communication needs. Staff are either qualified to or working towards a relevant childcare qualification within timescales.

The manager has good monitoring tools in place. She supports staff to reflect on and learn from incidents. Practice issues are addressed effectively and with sensitivity. This approach helps staff to learn, develop and maintain high levels of motivation to carry out their roles. The manager has good oversight of the daily practice.

The manager has not reviewed the statement of purpose to include the preferred model of behaviour support used at the 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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child. (Regulation 12 (1) (2)(a)(i)) In particular, ensure that children's personal evacuation plans clearly explain what level of support children need to evacuate the home in the event of fire.	19 April 2024

Recommendations

- The registered person should ensure that when using monitoring equipment, consent to any monitoring or surveillance by the placing authority is in writing at the time of placement. ('Guide to the Children's Homes Regulations, including the quality standards', page 16, paragraph 3.16)
- The registered person should ensure that when staff provide care for children for whom, as a result of their impairment or disability, restraint is necessary, the agreed model of support is included in the home's statement of purpose. ('Guide to the Children's Homes Regulations, including the quality standards', page 47, paragraph 9.44)
- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective, and clear recording. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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: SC019441

Provision sub-type: Children's home

Registered provider: Jubilee House Care Trust Limited

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

Responsible individual: Steven Stokes

Registered manager: Samantha Perry

Inspector

Mandy Start, Social Care Inspector

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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

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