

SC019441

Registered provider: Jubilee House Care Trust Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This short-break centre is run by a registered charity. It offers overnight short-break care for up to five children with learning disabilities and physical disabilities. Day care is also offered on the same site for children who have similar needs.

The manager registered with Ofsted in 2004.

Inspection dates: 10 and 11 October 2022

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: 17 January 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/01/2022	Full	Good
17/07/2019	Full	Outstanding
03/10/2018	Full	Outstanding
07/08/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff care about the children and know them well. During the inspection, staff were observed to be patient, kind and nurturing to the children. One child said that he enjoys his stays; he chooses his activities, staff listen to him, and he enjoys spending time with them. Children receive good, individualised care and feel valued and understood.

Two parents said that they cannot fault the staff or manager. The communication is excellent. One parent said that the manager and staff are wonderful and spoke very highly of them. Another parent said that she had never left her child overnight before, and the staff have provided excellent care to her child. Parents are confident in the care that their children receive.

Some of the children have complex health needs. Nurses have provided bespoke training to enable staff to meet one child's health needs. There is excellent joined-up working with social workers, staff and health professionals. Staff understand how to meet children's health needs.

Children take part in a range of activities, including day trips, visits to parks and activities at the home, such as arts, craft and a themed beach day. Staff monitor children's enjoyment of these to help plan further activities for children to enjoy. The children benefit from these fun and enriching experiences.

The manager plans thoroughly for children who are new to the home before they start accessing the service. This includes families visiting the home and being involved with planning their child's care. Children have day visits before progressing to overnight stays. Parents and children feel reassured and well prepared to access the home.

The home is spacious and vibrant, with several communal rooms for children to relax in. There is a sensory room and a large garden for children to play in. Children's bedrooms are themed and cater for a range of children's needs. However, the flooring in one bathroom has water stains and this detracts from an otherwise welcoming and positive environment for children.

There have been two medication errors. The manager followed these up with staff. Staff receive regular refresher training on medication processes and have their competency to administer medication monitored by the manager and a registered nurse.

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

The children are supervised well and feel safe. Staff use their relationships with children to encourage positive behaviours. Children do not go missing from the

home, and physical interventions have not been used. Parents and social workers say that children are safeguarded effectively.

Children who need support with behaviour have individualised plans that guide staff on the best approach to use. One child was observed returning from school very upset due to confusion with transport. Staff were curious, helped her to manage her emotions safely and validated her frustration. The deputy manager took immediate action to resolve the child's concern.

Children are encouraged to take part in interactive forums that include a range of topics. The forums have included road safety, safety in the community and being safe in the sun. Children are helped to learn how to keep themselves safe and participate because the forums are designed to be fun.

The effectiveness of leaders and managers: good

The manager is highly experienced and has managed the home for 18 years. She is supported by two deputy managers. The manager holds a level 7 qualification. She is a positive model to staff and provides excellent care for children. Staff are enthusiastic and caring and provide child-centred care. The children have good experiences during their short breaks at the home.

Two social workers spoke highly of the manager and staff and the care given to children. One social worker said that she wished there were more homes like this. Another social worker said that the service is a lifeline for parents. Social workers are assured that families get the help that they need.

Staff have a well-planned induction when they start working at the home. New staff benefit from buddying up with experienced staff. Staff have several shadowing shifts and are supernumerary during this time. Staff have regular supervision, speak highly of managers and feel well supported. Staff are motivated to give children good care and staff morale is high.

The manager understands the importance of staff well-being and improving staff resilience. She has dedicated mental health first aiders and an employment assistance programme that includes confidential services to support mental health, finances and general well-being. The staff feel valued, listened to and supported.

Staff have good-quality training. Training is both online and face to face. Staff have training from qualified health professionals and are well equipped to understand and manage children's complex needs.

Most of the staff have a relevant level 3 diploma. The staff benefit from an internal diploma assessor. There are three staff who have not achieved a relevant level 3 qualification within the agreed time frames due to exceptional circumstances. The manager has a plan in place to support these staff to achieve the qualification.

The independent person's reports are of good quality and make appropriate recommendations. These help the service to make improvements to the quality of care that children receive. However, feedback from children, parents and professionals is limited. Opportunities could be missed to ensure that children's well-being is monitored.

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, 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
When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires. (Regulation 44 (2)(a)) In particular, ensure that regular feedback is sought, and observations of children are carried out, and that professionals' and parents' feedback is regularly included in the reports.	13 November 2022

Recommendations

- The registered person should ensure that the home is a nurturing environment that meets the needs of the children. In particular, ensure that bathroom flooring is maintained and is replaced where needed. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that all staff in a care role, including external agency or bank staff, achieve the qualification in regulation 32 (4) within the relevant timescale. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.12)

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: 1st floor, St. David's House, 11 Blenheim Court,
Brownfields, Welwyn Garden City, Hertfordshire AL7 1AD

Responsible individual: Steven Stokes

Registered manager: Samantha Perry

Inspector

Amy Miles, Social Care Inspector

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