

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 home is run by a registered charity 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.

At the time of this inspection, four children were having short breaks at the home.

Inspection dates: 14 and 15 January 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: 5 March 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/03/2024	Full	Good
10/10/2022	Full	Good
17/01/2022	Full	Good
17/07/2019	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, 10 children have started to access short breaks, with 43 children in total accessing short breaks on a rotational basis. At the time of this inspection, there were four children at the home. The inspector spent time with three children.

Children were observed to be happy, playful and relaxed with the staff. Staff have meaningful relationships with children, and they show genuine care and interest. Children feel secure, valued and loved.

The manager is responsive to families' circumstances, including emergency situations. Parents are included and feel welcome at the home. One parent delivered a presentation at a staff meeting about her child and the family's positive experience of short breaks at the home. During the presentation, she said, 'When our world is not the "normal", you make it the normal. We've found a place where my child, and us, fit. Thank you.'

Children and families feel understood and find a sense of belonging at the home.

Children have complex health and dietary needs. Staff receive training from nurses on specialist healthcare needs. They understand the importance of providing high-quality care to meet children's health needs.

Children take part in a range of activities, including visits to the zoo, mini golf and bowling. The children have also been on day trips to the fire station, beach experience days and fruit picking. They thoroughly enjoy these fun and enriching experiences.

Staff help children to work towards simple, achievable independence targets. Staff encourage children to make choices about their care. Children achieve important targets to increase their independence and well-being.

Children are introduced to the home gradually. Staff meet children, parents and teachers from the child's school. Families can visit the home multiple times before children have overnight stays. Children feel welcomed to the home. One parent said that the transition was excellent, particularly as she had thought that her child would not manage an overnight stay. Careful and thorough planning reduces children's anxieties about staying away from their family home.

Two children have had planned moves on from the home. Children are given social stories to help them to understand that they are moving on. Children celebrate their time at the home and take memory books with them. On one occasion, the managers advocated for a child and, consequently, the child had a specialist adult provision funded. Without the managers' intervention, the child would have unlikely received the provision that he needed.

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 cater for a range of needs. However, there are marks on the lounge and hallway walls that detract from an otherwise welcoming and positive environment for children.

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

Children are safeguarded and feel safe at the home. The manager has ensured that staff have the appropriate training and understand the safeguarding procedures. Staff are confident and equipped to manage safeguarding incidents, which helps to keep the children safe.

Children do not go missing from the home. Staffing levels are high, and children are constantly supervised due to their individual needs. Staff understand children's vulnerabilities and take effective action to keep them safe.

Risk assessments are detailed and provide staff with good guidance. Staff understand and implement risk assessments.

Children's behaviour support plans are individualised and include strategies for staff to help children to safely manage their emotions. The plans include input from parents, staff and school staff. The home's staff have attended training in therapeutic approaches to understand how trauma affects children. Staff understand how to support children and what they need to manage their feelings. Consequently, there has been no use of physical intervention.

The effectiveness of leaders and managers: good

The manager is experienced and has relevant diplomas at level 5 and 7. She is an excellent role model to the staff. She provides excellent care for children. The manager has support from a competent deputy manager. The children have excellent experiences during their short breaks at the home.

Staff said that the managers are brilliant, approachable and supportive and that they go above and beyond expectations for children and their families. Staff are enthusiastic and caring and provide excellent child-centred care.

The staff receive good-quality training. They said that they have thorough inductions, supervision and a wide range of face-to-face and online training. The staff either hold a relevant level 3 diploma or are working towards the qualification within the agreed timescales.

The manager holds staff well-being in high regard. Staff benefit from employee assistance services and benefits, including shopping vouchers, well-being sessions and gym membership. The staff have attended an awards ceremony to recognise their

achievements. Staff feel valued, well equipped and resilient to help children with complex needs.

The independent person's reports are of good quality and include feedback from children, parents and professionals. The independent person makes appropriate recommendations that help the manager to make improvements to the quality of care that children receive.

When staff have not delivered the standard of care expected, the manager has taken effective and appropriate action.

The manager's review of care is of good quality and detailed. The report includes feedback from professionals, children and parents. However, on one occasion, there was a delay in submitting the report to Ofsted.

The manager has worked hard to recruit new staff and to reduce the need to use agency staff. Agency staff are appropriately trained and inducted. They are always supported by core staff, which ensures consistency for children. However, agency staff do not receive supervision at the home or by people who know the children.

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 ensure that all employees— receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b)) In particular, ensure that all staff, including agency staff, receive regular supervision.	16 March 2025

Recommendations

- The registered person should ensure that the home is a nurturing environment that meets children's needs. In particular, ensure that the lounge and hallway walls are decorated to a good standard. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that the manager's review of the quality of the care is submitted to Ofsted within the required time frame. ('Guide to the Children's Homes Regulations, including the quality standards', page 65, paragraph 15.2)

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: Jubilee House Care Trust, 6 Silver Court, Watchmead, Welwyn Garden City AL7 1LT

Responsible individual: Steven Stokes

Registered manager: Samantha Perry

Inspector

Amy Miles, Social Care Inspector

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