

Children's homes - interim inspection

Inspection date	16/02/2016
Unique reference number	SC019441
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Jubilee House Care Trust Limited
Registered person address	Jubilee House Care Trust Ltd, St. Davids House, 11 Blenheim Court, Brownfields, WELWYN GARDEN CITY, Hertfordshire, AL7 1AD

Responsible individual	Steve Stokes
Registered manager	Sam Perry
Inspector	Jo Henderson

Inspection date	16/02/2016
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection	
This home was judged Good at the full inspection. At this interim inspection Ofsted judge that it has Sustained effectiveness. The manager has made some good progress against the requirements and recommendations of the last inspection. One of the bathrooms is completely refurbished and a new bath is on order to be delivered and fitted soon. Repairs and a deep clean have taken place in the second bathroom, which is also booked for upgrade by a specialist contractor shortly. This ensures that young people are provided with a much more pleasant and homely environment for their short stays. The bathrooms are now more in keeping with the rest of the home which is bright, attractive and welcoming. All staff have received an annual refresher course on the safe storage and disposal of medication and gastro-feed. Managers regularly spot check that staff follow and understand processes and procedures in place. On the rare occasions that errors happen or inconsistencies are noted, the matter is dealt with promptly and then discussed at the next staff team meeting. This ensures that staff remain focused and up to date on the importance of safe handling and administration of medication. Young people continue to make progress through accessing this short break facility. One young man, who was previously involved in a number of significant and challenging incidents, is now showing much more manageable behaviour. He understands what is expected of him and staff know potential triggers that can unsettle his behaviour. As a consequence, he is more able to enjoy the activities and opportunities available to him. He has also made good progress with regards social skills and is now able to join other young people for meals in a communal way. A parent spoken to said that staff are regularly able to take her son out in the community which is something he enjoys but she is not able to safely do. She was complimentary about the service offered and said that it made a significant difference to both her son and wider family. A social worker said of another young person: 'He has had a whole range of opportunities opened up to him that previously he would not have had'. Both said that they feel able to talk to staff	

should they have any concerns and that communication from staff is good. The social worker is of view that managers welcome constructive criticism as their focus is clearly on developing the service to meet the needs of young people. Staff are proactive in identifying progress made and celebrate success through rewarding young people with certificates displayed on the 'achievement tree'.

Staff plan transitions in and out of the home at young people's pace, wherever possible. Staff visited the newest young person to access the service at school and at home prior to her first visit despite pressure for this to begin as soon as possible. The same staff were also on shift when she stayed to ensure she had continuity of care and felt safe in unfamiliar surroundings. Staff are willing and available to be involved in transition on from their service.

Young people are encouraged to take part in activities and social opportunities both in the home and the community. Staff devise a weekly plan of activities and events scheduled depending on who is accessing the provision at any one time. Young people offer their views and suggestions about things they would like to do at regular young person's meetings. Staff then produce minutes from the meeting in written and pictorial form which are displayed on a regularly updated noticeboard. There are recent pictures of young people enjoying activities and trips out in the community throughout the home.

All significant incidents and accidents are recorded in detail. The deputy manager has oversight of these and maintains a running log of all events which she shares with the manager on a regular basis. This enables them to track trends and triggers. It has been used to good effect recently when trying to understand a period of increasingly challenging behaviour from one young person. Physical intervention is used rarely and proportionately. Most incidents are low level and designed to divert and distract young people from situations that have the potential to escalate. The manager has oversight of every incident that involves physical intervention. Complaints are dealt with in an effective and timely way with full investigation and feedback detailed. The manager was also able to evidence how a complaint from a parent formed the basis of a staff group training exercise.

Although most care plans are individualised, child focused and up to date they vary in quality. One plan was not written in a clear and detailed way, taking account of recent changes. Updates were difficult to understand and not dated. Similarly the risk assessment had not been amended to take account of significant incidents. Although the young person and risks he presents are well known to staff there is potential that risks may be overlooked if they are not well documented and regularly updated.

Staff are not able to consistently demonstrate that they understand and apply the home's statement of purpose. This is despite the manager being able to evidence that work has been on-going with the staff group following the last inspection. Staff continue to be unsure and lacking in confidence when discussing the importance of this in terms of informing and underpinning the service they offer.

Information about this children's home

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

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/10/2015	Full	Good
12/03/2015	Interim	Sustained effectiveness
21/01/2015	Full	Good
26/03/2014	Interim	Good Progress

What does the children's home need to do to improve?

Statutory Requirements

This section sets out the actions which must be taken so that the registered person/s meets 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 with the given timescales.

Requirement	Due date
12: The protection of children standard In order to meet the protection of children standard, with particular regard to risk of harm, the registered person must ensure: (2) (a) (i) 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	18/03/2016
The registered manager must maintain records ("case records") for each child which are kept up to date. (Regulation 36 (1) (b))	18/03/2016
6: The quality and purpose of care standard In order to meet the quality and purpose of care standard, the registered person must: (2)(b)(i) ensure that staff understand and apply the home's statement of purpose	18/03/2016

What the inspection judgements mean

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the *Inspection of children's homes: framework for inspection*.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, young people and their families. In addition the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people who it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service 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*.

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