

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 places for up to five children with learning and/or physical disabilities. Day care is also offered on the same site for children with similar needs.

The manager registered with Ofsted in 2004.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

We last visited this home on 3 February 2021 to carry out a monitoring visit. The report is published on the Ofsted website.

Inspection dates: 17 and 18 January 2022

Overall experiences and progress of children and young people, taking into account **good**

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

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 17 July 2019

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/07/2019	Full	Outstanding
03/10/2018	Full	Outstanding
07/08/2017	Full	Good
26/01/2017	Interim	Sustained effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of inspection, four children were having short breaks at the home. In total, 28 children have short breaks on a rotational basis. Since the monitoring visit, seven children have started to have short breaks and nine children no longer access them.

The staff show understanding, kindness and patience when supporting the children. The children have complex communication needs. Staff use creative ways to help children express themselves and make choices. They build trusting relationships with the children, who feel valued, respected and safe.

Children all attend education placements that meet their specific needs. When schools closed due to COVID-19 pandemic restrictions, the staff helped children to complete work set by education staff. The manager works closely with schools so that the children have good, consistent support. Consequently, children have good education outcomes. One child has progressed from being taken to school by their parent to being able to travel to school on a bus, which is an excellent achievement.

The manager and staff have built positive relationships with the children's parents, providing practical and emotional support. Parents feel reassured that their children will receive excellent care during their stay. One parent said that the respite has been 'life saving' for them and their child.

Staff encourage children to enjoy a range of activities. These include farm visits, a trip to an air museum and trips to the seaside. Children enjoy experiences that they may not otherwise have.

Staff encourage children to develop independent living skills. The staff support children to cook and bake. One child was observed being supported by staff to make a dessert. The staff help children to learn about personal hygiene and life skills at an appropriate level. Children develop valuable skills that they can use in their family homes and when they move into adulthood.

Whenever possible, children have planned moves into the home. Parents and children visit the home. Each child has day visits before staying overnight. The manager will not take children in an emergency if there is a risk of a negative impact on the children already at the home. The level of planning helps to prepare children and their families for children's stays and ensures that children experience positive short breaks.

The staff discuss different topics with children. These include personal safety, healthy eating and exploring different identities. The information is displayed on a board and has a social story to make it accessible to children.

The home is spacious and homely and benefits from a variety of communal rooms. There is a designated sensory room to help children feel calm, and a separate soft

playroom. Children's bedrooms are colour themed and welcoming. Children benefit from a garden with specialist play equipment for them to enjoy. Children's photos and artwork are displayed around the home. Children can readily see positive images and they feel included in the home.

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

Staff safeguard children effectively. Social workers and parents are confident that children are safe. The staff have appropriate safeguarding training and understand how to report concerns.

Children's behaviour plans are detailed and personalised. The plans include parents' input and, when possible, children's views. When needed, mental health specialists contribute to plans. Consequently, staff have good guidance on how to support children and what children need to manage their feelings.

The staff have not used physical intervention at the home. This is due to the positive relationships that they have with children.

The manager generally ensures that children's risk assessments are thorough and give staff good guidance. However, the manager has not completed a risk assessment for a young adult who has recently turned 18. Therefore, there is no evidence of how risks are mitigated in respect of a young adult having short breaks with children.

The manager reviews the suitability of location yearly. She has considered relevant risks in the local area and put strategies in place to minimise them.

Staff managed a significant accident with a child well. The child had appropriate medical attention and the child's parent was supported. However, the manager delayed notifying Ofsted, which reduced Ofsted's ability to monitor the home.

The effectiveness of leaders and managers: good

The manager is very experienced and has managed the home for 18 years. She is well supported by two deputy managers. The manager holds a level 7 qualification. She has high expectations of staff and is an excellent role model. Staff benefit from the manager's experience and guidance.

The home has remained open throughout the COVID-19 pandemic. The manager and staff have ensured that children receive good-quality care, despite the very challenging times. Families have been well supported and have received the breaks that they need.

The manager has developed professional relationships with social workers, who speak highly of the home. Three social workers said that the manager and staff go above and beyond expectations to ensure that children are happy and safe. Having good relationships with social workers ensures effective partnership working.

Staff feel motivated and inspired by the manager. Staff said that they have regular and effective supervision. They feel well supported and are helped to develop.

The manager understands the importance of staff well-being. The staff benefit from access to external support, including counselling sessions. Staff are rewarded regularly with well-being hampers and vouchers. They feel valued and motivated.

Eligible staff hold a relevant level 3 diploma, with the exception of two staff, who have an extended plan to finish the qualification. One staff member has recently qualified to become the home's level 3 diploma assessor. Staff will benefit from support to achieve the qualification by the internal assessor.

The manager generally ensures that staff access training to enable them to meet the children's individual needs. This has included bespoke training from mental health specialists.

The manager has met three of the four requirements that were raised at the monitoring visit. One requirement, in respect of notifications to Ofsted, is restated.

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
The registered person must notify HMCI and each other relevant person without delay if— there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(e))	20 January 2022

Recommendations

- The registered person should continually and actively assess the risks to each child and the arrangements in place to protect them. In particular, ensure that there is a comprehensive risk assessment on the impact of a young adult remaining at the home post 18 and the impact on the other children of this extended stay. ('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: SC019441

Provision sub-type: Children's home

Registered provider: Jubilee House Care Trust Limited

Registered provider address: St. David's House, 11 Blenheim Court, Brownfields,
Welwyn Garden City, Hertfordshire AL7 1AD

Responsible individual: Steve Stokes

Registered manager: Sam Perry

Inspector

Amy Miles, Social Care Inspector

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