

## Children's homes – interim inspection

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| <b>Inspection date</b>             | <b>26/01/2017</b>                                                                                                                    |
| <b>Unique reference number</b>     | <b>SC019441</b>                                                                                                                      |
| <b>Type of inspection</b>          | <b>Interim</b>                                                                                                                       |
| <b>Provision subtype</b>           | <b>Children's home</b>                                                                                                               |
| <b>Registered provider</b>         | <b>Jubilee House Care Trust Limited</b>                                                                                              |
| <b>Registered provider address</b> | <b>Jubilee House Care Trust Ltd<br/>St. David's House, 11 Blenheim Court, Brownfields, Welwyn Garden City, Hertfordshire AL7 1AD</b> |

|                               |                     |
|-------------------------------|---------------------|
| <b>Responsible individual</b> | <b>Steve Stokes</b> |
| <b>Registered manager</b>     | <b>Sam Perry</b>    |
| <b>Inspector</b>              | <b>Sonia Hay</b>    |

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| <b>Inspection date</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>26/01/2017</b> |
| <b>Previous inspection judgement</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Good</b>       |
| <b>Enforcement action since last inspection</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>None</b>       |
| <b>This inspection</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                   |
| <p><b>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</b></p> <p>This home was judged <b>good</b> at the full inspection. At this interim inspection, Ofsted judges that it has <b>sustained effectiveness</b>.</p> <p>There are currently 40 children accessing short breaks through the service. The children all have learning and/or physical disabilities. Some children have overnight stays and others have additional day visits. The day visits generally occur after school or in the school holidays, and offer the children opportunities to build friendships and have time away from the family home.</p> <p>The children who have ceased having stays have moved to short-break provisions provided by the adult services. The staff assist with these transitions by attending introductory visits with the children. The staff also arrange for the staff from the new services to meet and observe the children during their stays. A professional who was onsite conducting a similar observation said, 'We find it better to observe the children here as we can see the child in a setting they are familiar with, and the staff always give us an honest and objective view of the child.'</p> <p>The manager has not addressed the requirement made at the last inspection as she has not completed a six-monthly report that assesses the quality of care provided for the children. This omission has no direct impact on the children's care but it does limit the manager's ability to demonstrate her evaluation of the service offered and her evaluation of the views of the children and their families.</p> <p>The manager has addressed the recommendation made at the last inspection by having sessions with the staff to emphasise and reinforce the importance of their records of the children's stays. The staff now write the children's records as though the author is speaking to the child about their stay. The records are now more meaningful when read by a child or their family and enable clearer evidencing of the children's progress.</p> <p>There have been extended delays in the monthly independent visitor's reports being provided to Ofsted. These reports fail to indicate the independent visitor's views on whether the staff are appropriately protecting the children from harm. This means that it is not clear whether this aspect has been fully considered. The lack of timely submission of reports to Ofsted does not enable Ofsted to have a current view of the service.</p> |                   |

The manager successfully coordinates the allocation of the children's stays to ensure that the children have the best stay possible. The staff help to achieve this by getting to know the children and their families through a series of introductory visits to the family home and the children's school. The children then have a series of tea visits prior to commencing overnight stays. The manager arranges the frequency of the visits at the individual child's pace. This means that the children are very familiar with the staff and the house before they commence their overnight stays.

The children participate in a range of activities during their stays, and this provides some of the children with experiences and opportunities that they would not otherwise have. The children often arrive for their stays directly from school or depart from their stays directly to school. The staff have good communication with each of the schools, and often use the children's communication books to share information between the adults caring for the children.

The children do not go missing during their stays. The staff complete a missing person form, which has a picture of the child and their essential information, whenever they are going out on an activity. This ensures that the staff have the relevant information to share with the police should they become separated from the child.

The use of physical interventions is minimal. The manager reviews each use to determine any patterns or triggers. She works with the staff, families and professionals to develop alternative strategies to address any identified triggers.

On arrival, the children receive a warm welcome from the staff. The staff are clearly familiar with each of the children's settling routines. This familiarity enables a smoother transition from school/home to the stay.

Parents are positive about the care that their children receive. They describe the team as being responsive and friendly, and say that they feel that their children are happy to come to the home. One parent said, 'My daughter is non-verbal and you can see in her body language that she is happy and excited when we get there.'

The staff highlight the children's achievements on the rainbow of achievement board and in the pictures around the home. The staff are keen to give the children a sense of pride in their achievements.

The staff have a good understanding of the differing needs of the children. The staff speak positively about their roles and their ability to engage with the children. A member of staff said, 'I love the fact that no two shifts are the same. It is rewarding to see how the children progress over the period of their stays.' Professionals say that they have a positive working relationship with the staff and describe the staff team as having a very flexible, friendly and child-focused approach.

## 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 who have learning and/or physical disabilities. Day care is also offered on the same site for children with similar needs.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement    |
|-----------------|-----------------|-------------------------|
| 15/08/2016      | Full            | Good                    |
| 16/02/2016      | Interim         | Sustained effectiveness |
| 13/10/2015      | Full            | Good                    |
| 12/03/2015      | Interim         | Sustained effectiveness |

## 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 within the given timescales.

| Requirement                                                                                                                                                                                                                                                                                                                             | Due date   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| The independent person must produce a report about a visit ('the independent person's report') which sets out, in particular, the independent person's opinion as to whether children are safeguarded effectively. The independent person must provide a copy of the independent person's report to HMCI. (Regulation 44 (4)(a) (7)(a)) | 27/03/2017 |
| The registered person must complete a review of the quality of care provided for the children ('a quality of care review') at least once every six months and supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed. (Regulation 45 (1)(4)(a))         | 27/03/2017 |

## **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 that 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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