

SC028598

Registered provider: Ja Nailah Limited

Monitoring visit

Information about this children's home

The provider states in its statement of purpose that it provides 'a home for five young women aged 14 upwards. The home extends to offer placements to young mothers and their babies'.

The home and manager registered with Ofsted in 2002.

The provider states in its statement of purpose that the registered manager has 'delegated the operational role and function of the home to the care manager and the assistant manager. This includes the responsibility for the day-to-day management of the home'.

Inspection date: 8 March 2022

This monitoring visit

This home was judged as inadequate at the full inspection on 2 and 3 February 2022. As a result, a compliance notice was issued under Regulation 12: The protection of children standard of The Children's Homes Regulations (England) 2015. A monitoring visit was carried out on the 8 March 2022 to monitor the progress made against the compliance notice. The inspector found that there has been limited progress made in response to the compliance notice and requirements made at the full inspection.

At the time of this monitoring visit, there were three children living at the home. One child spoke to the inspector of her experiences in the home. The child reported that she feels well cared for and feels like this is 'her second home'.

Leaders and managers have focused their attentions on improving the quality of recording. Staff continue to report children missing from care and keep in touch with children when they are missing. However, missing-from-care records continue to be inconsistent and some records inaccurate.

Systems in place to safeguard children by the use of safe words continue to be inconsistent. For example, one child's 'safe word' is not consistent with staff and managers' 'safe word' for the child or with records such as risk assessments. This misunderstanding does not help to keep children safe.

Children's case records continue to contain limited information and do not give a clear insight into children's daily lives. The recording of direct work sessions and conversations with children continues to be poorly recorded. This poor recording does not help staff to direct their interventions in a way that is helpful for children. This also compromises management oversight of safeguarding and progress for children.

Room searches take place three times per week. However, the recordings of these searches are poor. They do not make clear which staff have conducted the search, whether children were present or consented to the room search, and they are not signed by staff or children.

Managers have undertaken a review of the training matrix. This is incomplete and does not provide an up-to-date picture of the training that staff have undertaken. Not all staff have completed all core training or training specific to meet the needs of children living in the home, such as safeguarding training, managing challenging behaviour, restraint, substance misuse, children missing from care, child sexual exploitation, bullying and child criminal exploitation. The lack of training for staff has an impact on the quality of their interaction with children.

Leaders and managers have improved their collaborative working with police colleagues. Police colleagues have agreed to conduct briefings on child sexual exploitation and criminal exploitation for staff at the children's home. This is yet to take place.

One child spoken to during the monitoring visit said that she knew how to make a complaint. However, staff are yet to revisit the complaints procedure with all the children living in the home.

Managers have fully explored the concerns raised at the full inspection in relation to bullying. All children were spoken with and were offered support and reparations. There have been no further concerns raised regarding bullying. Managers are yet to arrange training for staff on managing bullying effectively in order to help strengthen safeguarding processes. There have been three serious incidents since the full inspection in February 2022. These were all reported in line with regulations to the regulator. One allegation was reported to the designated officer and is under internal investigation.

Staff and managers lock away sharp items, such as knives and scissors. These items are subject to twice daily audits. The inspectors checks of the safe storage and monitoring systems for sharp items did not identify any concerns.

The statement of purpose has been updated to clarify that the home does not provide a therapeutic approach or therapeutic environment, but instead a nurturing environment for children.

Managers are focusing their efforts on 'making things better'. They have identified an online recording system, and are planning to develop training videos and helpful templates to support staff with better recording. They are reviewing staff recruitment and shift rotas to help to build a positive and cohesive team. Managers plan to book training for staff and, in some cases, have increased the frequency of supervision for staff. A programme of redecoration in the home is now in place. These plans are a 'work in progress' and are not yet implemented, embedded or tested.

Due to the limited progress made in relation to the compliance notice, the compliance notice has been reissued, and the requirements raised at the full inspection are repeated.

The home will be subject to a further monitoring visit.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/02/2022	Full	Inadequate
03/12/2019	Interim	Sustained effectiveness
30/05/2019	Full	Good
31/01/2019	Interim	Improved effectiveness

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— 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; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; manage relationships between children to prevent them from harming each other; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(iv)(v)(vi)) This requirement was made at the last inspection and is restated.	22 April 2022
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children;	22 April 2022

use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— understand and apply the home's statement of purpose; ensure that staff— understand and apply the home's statement of purpose; protect and promote each child's welfare; treat each child with dignity and respect. (Regulation 6 (1)(a)(b) (2)(a)(b)(i)(ii)(iii)) This requirement was made at the last inspection and is restated.	
The children's views, wishes and feelings standard is that children receive care from staff who— develop positive relationships with them; engage with them; and take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— ascertain and consider each child's views, wishes and feelings, and balance these against what they judge to be in the child's best interests when making decisions about the child's care and welfare; help each child to express views, wishes and feelings; help each child to understand how the child's views, wishes and feelings have been taken into account and give the child reasons for decisions in relation to the child;	22 April 2022

regularly consult children, and seek their feedback, about the quality of the home's care; help each child to understand how the child's privacy will be respected and the circumstances when it may have to be limited; ensure that each child— is enabled to provide feedback to, and raise issues with, a relevant person about the support and services that the child receives; and has access to the home's children's guide, and the home's complaints procedure, when the child's placement in the home is agreed and throughout the child's stay in the home. (Regulation 7 (1)(a)(b)(c) (2)(a)(i)(ii)(iii)(iv)(v)(b)(i)(ii)) This requirement was made at the last inspection and is restated.	
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— have the skills to recognise incidents or indications of bullying and how to deal with them. (Regulation 11 (1)(a)(b)(c) (2)(a)(xiii)) In particular, the registered person must ensure that staff undertake training on managing bullying effectively in order to help strengthen safeguarding processes. This requirement was made at the last inspection and is restated.	22 April 2022

The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(d)(e)) This requirement was made at the last inspection and is restated.	22 April 2022
No measure of control or discipline which is excessive, unreasonable or contrary to paragraph (2) may be used in relation to any child. The following measures may not be used to discipline any child— any restriction, other than one imposed by a court or in accordance with regulation 22 (contact and access to communications), on— a child's contact with parents, relatives or friends; visits to the child by the child's parents, relatives or friends; a child's communications with any persons listed in regulation 22(1) (contact and access to communications).	22 April 2022

(Regulation 19 (1) (2)(c)(i)(ii)(iii)) This requirement was made at the last inspection and is restated.	
The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience; and have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(a)(b)) This requirement was made at the last inspection and is restated.	22 April 2022
The registered person must maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c)) This requirement was made at the last inspection and is restated.	
The registered provider must appoint a person to manage the children's home if— there is no registered manager in respect of the home; and the registered provider— is an organisation or a partnership; does not satisfy regulation 28; or is not, or does not intend to be, in day-to-day charge of the home.	22 April 2022

If the registered provider appoints a person to manage the home, the registered provider must, without delay, give HMCI notice of—

the name of the person so appointed; and

the date on which the appointment takes effect.
(Regulation 27 (1)(a)(b)(i)(ii)(iii) (2)(a)(b))

This requirement was made at the last inspection and is restated.

*These requirements are subject to a compliance notice.

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC028598

Provision sub-type: Children's home

Registered provider: Ja Nailah Limited

Registered provider address: Nailah House, 19 Pentire Road, London E17 4BY

Responsible individual: Jennifer Lapompe

Registered manager: Jennifer Lapompe

Inspector

Jayshree Pillay, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2022