

SC028598

Registered provider: Ja Nailah Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A limited company provides this home. It provides care and accommodation for up to five young women who may have emotional and/or behavioural needs. The home offers its service to expectant women and young mothers who are able to reside at the home with their babies for a specified amount of time.

Inspection dates: 10 to 11 July 2017

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: 30 January 2017

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Key findings from this inspection

This children's home is good because:

- Young people make good progress and reduce risk-taking behaviour such as self-harm and running away from the home.
- There is a clear, caring ethos in the home, which encourages young people to make positive changes for themselves while developing self-esteem and confidence.
- Young people achieve in education and make good progress in terms of their attendance and engagement.
- Staff work well with key partner professionals to support young people through traumatic events and help them to sustain progress.
- A strong and longstanding management team provides consistent and positive leadership to the home.
- This inspection identifies minor shortfalls in relation to recruitment checks, the children's guide and the thoroughness of monthly independent reports. These concerns do not affect the care of young people.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/01/2017	Interim	Sustained effectiveness
01/11/2016	Full	Good
16/03/2016	Interim	Sustained effectiveness
18/09/2015	Full	Good

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
Fitness of workers The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. If a person has previously worked in a position involving work with children or vulnerable adults, verification so far as reasonably practicable of the reason why the employment or position ended. (Regulation 32 (3)(d) Schedule 2 (6))	11/10/2017

Recommendations

- Ensure that the children's guide contains contact details for the Office of the Children's Commissioner. ('Guide to the children's homes regulations including the quality standards', page 23, paragraph 4.23)
- Ensure the provision of opportunities and support, where needed, for children to engage with their local Children in Care Council, or other such local arrangements, which enable the views and experiences of children in care to be heard. ('Guide to the children's homes regulations including the quality standards', page 23, paragraph 4.15)
- Ensure that any individual appointed to carry out visits to the home as an independent person makes a rigorous and impartial assessment of the home's arrangements for safeguarding and promoting the welfare of the children in the home's care. ('Guide to the children's homes regulations including the quality standards', page 64, paragraph 15.5)

Inspection judgements

Overall experiences and progress of children and young people: good

Young people are happy in their home and make good progress. One young person comments, 'I've come a long way. I am really happy.' Young people value their relationships with staff and enjoy a genuine sense of community. They trust staff and approach them openly for advice and guidance on a range of issues that are troubling them. Staff are aspirational and proud of the home and young people. There is a sense of fun in the home and hugs and cuddles occur regularly. The ethos of the home is summarised by a painting completed by staff and young people which hangs in the main hallway, it reads 'work hard and dream big'.

Feedback from parents and social workers is very positive. One parent comments, 'You have done wonders with my daughter. Thanks to you I have got my daughter back.' A placing social worker comments, 'She has come a long way. Staff are always there for her and work hard to address all aspects of the care plan.'

Young people achieve in education. All are engaged in educational provision and making good progress from their own separate starting points. For some, this is their first experience of sustaining school attendance and engagement. If required, staff will sit with young people to support them through the school day. They will withdraw support only upon request of the young person concerned. One recent school report refers to the 'tremendous progress and attainment' of one young person. Another young person has received an award for her commitment and effort. Placing social workers refer to the 'transformation in school' for another young person. Good levels of progress are reflected in structure, routine and raised self-esteem for young people.

Outcomes in the home are positive. One young person has successfully transitioned on to semi-independence with the help of intensive staff support. Her placement ending was celebrated by a meal shared with young people and the staff team. She continues to visit the home, to seek further support and guidance.

The voice of young people is heard in the home. Young people are encouraged to read their monthly reports with staff support and offer their wishes and feelings. This promotes good transparency and a sense of joint ownership of the direct work being completed in the home. Regular residents' meetings help to plan events and activities including the forthcoming week-long holiday to a seaside resort. Independent advocacy is routinely available and recently used to delay a planned move on to semi-independence for one young person. This allowed the move to be conducted within her timescales and was a source of reassurance. Opportunities for young people to engage with outside provisions such as the Children in Care Council are limited and would serve to develop young people's understanding of the outside world and wider community. The children's guide does not contain contact details for the children's commissioner, therefore limiting access to an important source of support for young people.

Behavioural management is effective. Staff are child-centred, firm and consistent in enforcing boundaries. There is no use of restraint in the home. The reward system actively encourages positive behaviour. Behavioural goals are reviewed regularly and offer clear and achievable targets for young people. When young people struggle, staff make good use of behavioural contracts to offer increased support. Young people understand a high level of expectation, which includes a strong focus on mutual respect and the effect of poor behaviour on the home as a community. When sanctions occur, these are restorative in nature and allow young people to focus on the cause and consequences of their actions.

Staff encourage young people to develop and maintain safe and appropriate contact with family. In addition, to build and recognise positive relationships with friends and or partners. Any concerns, tensions or possible feelings of rejection are quickly communicated to allocated social workers and protective action is taken. Young people rebuild their relationships with family and develop an understanding of their previously difficult histories and cultural heritage.

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

Young people feel safe in their home and there are no reports of bullying. When peer group friction occurs, staff intervene quickly and mediate effectively. Staff use their close relationships and understanding of young people to support them. One young person comments, 'Staff are upfront, they keep things open.' If concerns are present, these are addressed in an open and constructive manner. Young people and staff work together to propose solutions and coping strategies.

Young people benefit from access to a number of specialist services. They are offered appointments with drug prevention workers and access the local sexual health centre. In addition, specialist workers from a local child sexual exploitation agency offer support. Positive relationships with key workers allow concerns to be shared among key professionals and help to keep young people safe.

Key work is effective and tailored to meet the needs of young people. A placing social worker comments, 'One-to-one working has been vital.' Key work helps to develop warm and trusting relationships. Staff use inventive techniques such as word games, which are interactive and help to promote engagement and interest. Case recordings show staff skilfully moving attention away from traumatic incidents towards the strengths and coping mechanisms that young people can draw from the event.

Key work topics are varied and promote lively discussion. Recent work focused on the dangers of receiving and distributing inappropriate images on social media. This raises awareness of the possible legal consequences and helps to keep young people safe. Other work focuses on allowing young people to work on their sense of empathy and social skills. This is evidenced by young people settling quickly into the home, losing feelings of shyness and engaging with staff and their peers.

Young people reduce risk-taking behaviour. Staff work tirelessly to offer realistic and

achievable alternatives to concerning behaviours such as self-harm. Young people learn other means of expression such as writing or talking, other than harming themselves. Despite arriving at the home often in a traumatised state, young people reduce episodes of going missing from the home. Other young people experience marked reductions in substance misuse, alcohol misuse and offending. One young person comments, 'I would have gone off the rails without them.' When young people do go missing, staff ensure that independent return to care interviews occur regularly and any relevant information is shared with key professionals.

Care plans and risk assessments are of high quality and colour coded to allow for progress to be monitored and evaluated. Risk assessments offer clear guidance for staff, such as key behaviours or trigger factors to look out for and details of how young people cope in certain situations. For example, room searches discretely remove risky personal care items without causing upset or embarrassment to young people. Consequently, staff handle behaviours with confidence and calmness and young people respond well.

The effectiveness of leaders and managers: good

The home benefits from a strong, consistent management team. The registered manager is also the owner of the home and has been present since the opening of the home in 2001. She is a qualified social worker with 29 years' experience of residential childcare and a diploma in management studies. She is closely supported by a deputy manager who has been employed within the home since 2010. The management team is well respected by the staff team and young people alike and is seen as the 'driving force' of the home.

Managers are motivated to improve the home and support a culture of high expectation. Case recordings show good evidence of management oversight, managers use this knowledge and excellent relationships with young people to advise and guide their work. They have acted on previous recommendations and concerns raised during this inspection, including an update of the statement of purpose. Managers are focused on the consistent review and evaluation of practice as a tool to improve outcomes for young people. At present, the reports of the independent visitor offer insufficient evidence of challenge and scrutiny to managers, this limits their effectiveness and the ability of Ofsted to oversee the home.

This inspection identifies one minor shortfall in relation to staff recruitment. Verification of both references is not evidenced following one recent recruitment, this may pose a potential risk to young people.

Young people benefit from a diverse and talented permanent staff team that is well equipped to meet their needs. The team contains three qualified youth workers and two qualified social workers. The registered manager uses her experience as a qualified social worker to advocate effectively on behalf of young people and challenge any perceived drift and delay in planning from placing authorities. This helps to ensure that young people receive support promptly and effectively.

Staff training is valued and supports good retention. There has been one staff departure since the last full inspection. Staff are motivated and keen to learn, their practice benefits from regular training on key issues such as the risk of sexual exploitation of children. Supervision and performance appraisal now occur more regularly, supporting staff learning and development. Two members of staff were recently promoted and are due to commence the required management qualification in September 2017. Young people benefit from staff consistency and are able to develop their relationships with the staff team.

Practice on admissions has improved. Procedures offer effective screening and assist in matching potential new young people to the needs of those already resident in the home. Recent admissions have settled well into the home. Young people have established a warm peer group dynamic. Furthermore, managers acted quickly to terminate the placement of a young person who was unsettling others and destabilising the home. This results in the home being 'calm and very peaceful' according to one young person.

Managers ensure that the home is kept in a good state of repair. Health and safety checks are prioritised, promoting a safe and homely environment for young people.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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 whom it is trying to help, protect and look after.

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: 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(s)

Barnaby Dowell: social care inspector

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