

SC028598

Registered provider: Ja Nailah Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to care for up to five children aged 14 and over. The home also offers placements to young women and mothers and their babies.

The home and manager registered with Ofsted in 2002.

There were three children living at the home at the time of this inspection. Another child who still has a place at the home is staying at her family home, preparing to move back there permanently. The inspector spoke to one child.

Inspection dates: 14 and 15 February 2023

Date of last inspection: 16 May 2022

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

The care of children

Children have positive and secure relationships with staff. They say that they feel that staff are interested in their well-being and encourage them to do their best. Children feel listened to and rarely make complaints about the home. When they do, staff take their concerns seriously and deal sensitively with issues raised.

Children's meetings are another forum for children to speak with staff about how the home is run and what they would like to see happen. One child said, 'I love it here, I forget it's a care home. I have no issues with staff. All staff are nice and they are understanding.'

Children's needs are well met by the staff team. Children make progress in developing practical daily living skills. Staff encourage children to engage with their education. For some children, their learning outcomes are good. For example, children preparing to take GCSE exams are supported to do their revision in quiet, designated rooms in the home. Staff support children who are unable to attend school to undertake their home tuition studies effectively.

Children benefit from staff's promotion of healthy living. Staff support children to make and attend primary healthcare appointments. Staff speak regularly with children about making healthy choices. For example, key-work sessions focus on the hazards of children's substance misuse and encourage their emotional well-being.

Children have good access to services that help to support their emotional well-being. Staff regularly speak with children about their emotional state and how staff can best support them to develop a positive outlook. Staff are vigilant and understand children's mental health support needs, which for some children include depression and anxiety. Staff work closely with GPs and mental health professionals such as child and adolescent mental health services to meet children's mental health support needs.

The safety of children

Children feel safe in their home. They benefit from staff having carried out robust risk assessments. These identify risks posed to children and include action plans that help to reduce risks. Staff ensure that risk assessments are regularly updated.

The recruitment and vetting of staff are safe. However, records do not consistently indicate that interviews of potential staff are taking place. This does not ensure that the recruitment process is comprehensive and robust.

Historically, there has been an extremely high incidence of children going missing from the home. When this occurs, staff take prompt and effective action. This is in line with local missing persons protocols. Staff ensure that key professionals and, when appropriate, parents are kept updated with developments. Staff maintain clear records of the action they take when children go missing from home, including keeping in very regular contact with children when they are away. Children understand these protocols and respond to staff's attempts to contact them. This supports children's safe return home.

Staff consistently set clear boundaries and expectations for children that help keep them safe. Staff are well prepared and manage any challenging behaviour well. Managers have now implemented children's individual behaviour management plans. This was not the case at the previous inspection. These plans offer staff guidance about how to de-escalate volatile situations.

Allegations by children against staff are rare. When allegations are made, managers take children's views seriously and complete thorough investigations. Managers carry these out in consultation with external safeguarding professionals, such as the local authority designated officer. Managers ensure that they explore and share with the staff team learning from these incidents. This helps to improve staff's safeguarding practices.

The effectiveness of leaders and managers

The leadership and management of the home have improved since the last inspection. The registered manager, who is also the home's responsible individual, is appropriately qualified, with extensive experience of running children's and young people's residential services. The registered manager has very recently appointed a new manager to undertake the day-to-day management of the home.

Since the last inspection, the registered manager has implemented a new database and recording system. This has simplified and streamlined case records. Managers' monitoring of the quality of records is effective.

Managers make effective use of internal and external monitoring systems. The registered manager's quality of care reports highlight strengths and areas identified for improvement. Monthly monitoring visits by an independent visitor provide an independent perspective of the home's operation. These visits are often announced. Children would benefit from a higher number of unannounced visits, to enhance the effectiveness of the independent visitor's review.

Staff receive regular formal supervision from their line managers. Managers have an increased presence at the home and are readily available to staff and children for informal discussions. Managers' support of staff is good and staff benefit from regular team meetings. However, records of these meetings are not consistently available for review.

Managers ensure that they conduct staff appraisals each year. Staff training opportunities are good and explore a good range of topics relevant to the safe care of children.

The premises are safe and secure. There are no health and safety concerns. The building is comfortable and homely. Since the last inspection, the kitchen area has been refurbished and modernised. Children say that they enjoy their surroundings.

Managers and staff work in close partnership with other professionals to ensure that all parties are aware of developments in children's lives. This supports action planning to meet children's changing needs and to promote their progress and positive experiences.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/05/2022	Full	Requires improvement to be good
02/02/2022	Full	Inadequate
03/12/2019	Interim	Sustained effectiveness
30/05/2019	Full	Good

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

Recommendations

- The registered person should maintain good employment practice, ensuring that recruitment of staff safeguards children and minimises potential risks to them. In particular, that recruitment records evidence that interviews with potential staff take place. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)
- The registered person should actively seek independent scrutiny of the home and make best use of information from independent monitoring (including regulation 44) to ensure continuous improvement. In particular, ensure that visits by the independent visitor are unannounced. ('Guide to the Children's Homes Regulations, including the quality standards', page 55, paragraph 10.24)
- The registered person should ensure that information can be easily accessed and if required be reproduced in legible form, in particular the minutes of team meetings. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 14.2)

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

Sandra Jacobs-Walls, Social Care Inspector

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