

Children's homes inspection - Full

Inspection date	21/09/2015
Unique reference number	SC028598
Type of inspection	Full
Provision subtype	Children's home
Registered person	Ja Nailah Limited
Registered person address	Nailah House, 19 Pentire Road, London, E17 4BY

Responsible individual	Jennifer Lapompe
Registered Manager	Jennifer Lapompe
Inspector	Jacqueline Graves

Inspection date	21/09/2015
Previous inspection judgement	Improved effectiveness
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Good
The children's home provides effective services that meet the requirements for Good.	
how well children and young people are helped and protected	Good
the impact and effectiveness of leaders and managers	Good

SC028598

Summary of findings

The children's home provision is Good because:

- Young women develop improved confidence and self-esteem. Some find they can now approach things which would normally be a challenge for them, for example, attending a new education setting, studying and having to get to know new people.
- Some young women experience the stability of living in the home longer term where this is part of their plan, celebrating a long period of being settled as an achievement in itself.
- The quality of relationships between young women and staff is a strength of this home. An experienced and qualified Registered Manager and staff, some of who have worked in the home for some time, nurture the young women.
- Positive relationships with staff endure even when young women move on from the home. One young woman says, 'The staff have been really supportive – they support me a lot.'
- Staff promote an inclusive approach, encouraging young women learn about and respect their own other's religious, cultural and ethnic differences. They challenge racist language and help young women learn how this impacts on others.
- Staff keep parents informed of their children's progress and behaviour. Young women are encouraged to keep in touch with their families where this is appropriate. A parent reports good progress in communication with their child as a result of their stay. Another says her child has 'really, really improved' since being placed in the home.

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 with the given timescales.

Requirement	Due date
The independent persons 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 –(a) children are effectively safeguarded; and (b) the conduct of the home promotes children's well-being. (Regulation 44 (4) (a) (b))	31/10/2015

Recommendations

To improve the quality and standards of care further the service should take account of the following recommendations:

- Ensure the design of the home includes any necessary adaptation to meet the needs of children with specific health issues. With specific reference to ensuring windows on the top floor are restricted. (The Guide to the Quality Standards, page 17, paragraph 3.24)
- Make sure the registered person has a workforce plan which can fulfil the workforce related requirements of regulation 16, schedule 1 (paragraphs 19 and 20). Update the plan to include any new training and qualifications completed by staff while working at the home, and used to record the ongoing training and continuing professional development needs of staff – including the home's manager. (The Guide to the Quality Standards, page 53, paragraph 10.8)
- Ensure that no more than half the staff on duty at any one time, by day or night at the home should be from an external agency. (The Guide to the Quality Standards, page 54, paragraph 10.17)
- Ensure good practice for a note of the content and/or outcomes of supervision sessions to be kept and to ensure that both the person giving the supervision and staff member have a copy of the record. (The Guide to the Quality Standards, page 61, paragraph 13.4)

Full report

Information about this children's home

A limited company provides this home. It provides care and accommodation for up to four young women who may have emotional and 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.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/02/2015	Interim	Improved effectiveness
04/11/2014	Full	Adequate
29/08/2013	Full	Good
09/07/2013	Full	Inadequate

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Good
Two young women recently moved on from the home and one remains in residence. The home has accepted some young woman who display very challenging behaviour because of their past experiences. Staff have helped them make some progress, particularly in being ready to deal with the impact of some of their often very traumatic experiences. Some recognise the effect their past has on their behaviour, such as difficulties with forming attachments, and are ready to consider counselling, which is considerable progress. Young women start to develop emotional resilience so they are stronger to deal with setbacks when these arise. A mental health support worker says of the staff, 'They manage distress confidently.' There are fewer incidents of self-harm as young women learn to trust the staff and talk to them about their feelings instead. Staff help young women feel that they matter. Even though a young woman had to move on from the home in order to safeguard others, they still benefit from a positive ongoing relationship with staff who provide support and advice. Young people continue to feel part of an 'extended family', for example, when staff make arrangements to celebrate their birthday with them. Some return to visit many years after moving on. A social worker feels a young woman has made significant progress due to her good relationship with staff, saying, 'They are always there to talk to.' Staff promote education and training. They support young women to join new colleges or maintain their school place so they do not experience disruption to their education. They persist in trying to engage those who have been out of education for many years, finding suitable venues and liaising with the virtual headteacher. Young people learn to do things for themselves while still enjoying the nurturing they receive from staff. For example, learning to bake and prepare meals to improve their skills and knowledge of healthy eating, yet still enjoying meals prepared by staff. A parent is really pleased with how their child now washes dishes and cleans her room and is 'getting independent'. Staff help young women to manage their own medical appointments until they gain sufficient confidence to do so alone. Arrangements for promoting healthcare are good. Young women access the general health services they need. They also access more specialist health services	

when required such as mental and emotional health specialists.

	Judgement grade
How well children and young people are helped and protected	Good
The current resident does not go missing from the home at all. A recent resident with a long entrenched pattern of going missing continued to do so but there was a significant reduction in the frequency of this. They kept in touch with staff while away from the home, which is also significant progress in improving their safety. A parent says that when their child went missing, staff 'kept her informed – did their best'. Staff recognise young women's vulnerability to sexual exploitation. They recognise the risks that use of the internet may pose to young women, for example, of grooming or abuse and put into practice the home's internet safety policy. Effective links to the Local Authority Designated Officer have resulted in training opportunities for staff and the establishment of a child sexual exploitation 'champion' who has taken the lead in this important area. There is a very strong response to any incident of bullying. If those who bully are not willing to change their behaviour they understand they put their placement at risk. This ensures young women know staff will protect them from bullying. Young people benefit from a core team of staff and the manager who have worked at the home for a long time. Checks to ensure staff are suitable are thorough, for example, with references and checks with the Disclosure and Barring Service. There have been a few recent changes to the staff team with some new staff appointed and experienced and qualified agency staff covering some shifts. The same agency staff are used so young people have a consistent team looking after them. However, sometimes an agency staff member is the only person on duty which is not in accordance with Quality Standards. A positive approach to behaviour management has meant that there has not been any use of restraint. Staff prefer to talk to young women and use alternative techniques when they display challenging behaviour. Nevertheless, training in restraint is planned for the staff team to ensure a common approach should restraint have to be employed as a 'last resort'. Rewards and praise help reinforce positive behaviour. Staff maintain the building in a safe condition. Regular checks and tests of fire equipment along with fire drills and 'walk-throughs' of the fire evacuation	

procedure for new arrivals, promote fire safety. Some locked rooms on the top floor are not accessible to young women without staff presence, for example, to play air hockey in a games room. Windows in these rooms are not restricted; this does not present an immediate risk. However, the Registered Manager has agreed to restrict these windows as an additional safety measure.

	Judgement grade
The impact and effectiveness of leaders and managers	Good
There is strong leadership from a Registered Manager who is also the responsible individual and a director of the company providing the service. She has been in post since the home was established. There was a delegation of some management tasks to a care manager until recently. The Registered Manager has suitable qualifications and appropriate experience. She keeps up to date on current matters by reading. The Registered Manager hires staff with appropriate experience and qualifications so they can work to meet the home's ethos as stated in the statement of purpose. Staff are of both gender in order to provide young women with appropriate male role models. Staff continue to update their skills upon joining the home. However, staff training records do not give a full picture of what training is completed and what is required. Staff like working in the home. Some say they 'go over and above' in their support of young women. They feel supported by the team and manager. The Registered Manager looks for ways to develop the service based on their knowledge of its strengths and weaknesses. Meeting the requirements of the last inspection indicates the home's capacity to improve. Monitoring systems make a difference to how the home operates. Monitoring conducted by independent persons makes useful suggestions as to how the service may improve, for example, a development plan is now in place so there is clarity about the service's direction. However, reports of this monitoring do not always form a specific opinion about young women's safety and well-being, in line with relevant regulation. There is effective information sharing with placing authorities and other professionals involved in young women's lives, as well as their parents. Good support plans guide staff in their work with young women. Information, such as detailed monthly reports, help local authorities plan. Record keeping has improved	

since the last inspection. There are still gaps, for example, in staff supervision records. Some information is also missing from young women's files. However, staff challenge local authorities and others for vital information when this is not forthcoming, to get them to fulfil their responsibilities towards the young women.

The building feels like a family home. Young people's artwork is valued and displayed. Some recent damage has had an impact, although repairs started during the inspection. Young women like having bathrooms for their own use; some have ideas about how they would like to develop their rooms and are taking this forward with the manager.

What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against *Inspection of children's homes: framework for inspection*.

An **outstanding** children's home provides highly effective services that contribute to significantly improved outcomes for children and young people who need help and protection and care. Their progress exceeds expectations and is sustained over time.

A **good** children's home provides effective services that help, protect and care for children and young people and have their welfare safeguarded and promoted.

In a children's home that **requires improvement**, there are no widespread or serious failures that create or leave children being harmed or at risk of harm. The welfare of looked after children is safeguarded and promoted. Minimum requirements are in place, however, the children's home is not yet delivering good protection, help and care for children and young people.

A children's home that is **inadequate** is providing services where there are widespread or serious failures that create or leave children and young people being harmed or at risk of harm or result in children looked after not having their welfare safeguarded and promoted.

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 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 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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