

SC028598

Ja Nailah Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to provide care for up to five children. 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 the 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: 26 April 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).

A monitoring visit was carried out on 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 the requirements made at the full inspection. As such, a compliance notice was reissued under regulation 12.

A further monitoring visit was carried out on 26 April 2022 to monitor the progress made against the compliance notice.

At the time of this monitoring visit, there were two children living at the home. One child spoke briefly to the inspector about her experiences in the home. She reported that she gets along with most of the staff and she wants to redecorate her room.

There has been improvement in the system used to safeguard children through the use of safe words. The inspector viewed records that evidence that children are aware of the agreed safe words. All related records have been updated to reflect the agreed safe words and the actions staff should take if a child uses their safe word. All staff spoken with during the inspection were consistent in their understanding of the safe words. This has helped to build a sense of safety for children.

The recording of direct work sessions and conversations with children has improved. Staff have focused their attention on providing more direct work and recording their interactions with children. Staff have also improved recording when children have refused to engage in direct work sessions. Management oversight of children's day-to-day lives is also beginning to show improvement.

Room searches continue to take place three times per week. The quality of room search records has improved. It is now clear which staff have conducted the search, whether children were present and if they consented to the search. Risk assessments for children have also been updated to reflect this information.

Managers have undertaken a review of the training matrix and encouraged staff to attend all training sessions. Staff who have failed to engage in training are no longer offered shifts at the home until they have completed the required training. Staff have completed core training, such as managing behaviour and restraint, substance misuse, child sexual and criminal exploitation, and bullying.

There have been no further incidents of bullying or concerns regarding behaviour between children living in the home since the previous monitoring visit.

The manager has supported staff with on-the-job coaching and in explanations through team meetings. However, staff are yet to undertake training in relation to children going missing from care, despite them requesting this training to help to inform their practice. The deputy manager arranged this training for staff when the inspector brought this to her attention. This requirement has been repeated.

Staff report children missing from home and keep in touch with children when they are missing. They work well with professionals, where required. However, missing-from-care records continue to be inconsistent with missing-from-care plans, and some missing-from-care records are inaccurate.

The quality and frequency of staff supervision have improved. The manager has challenged poor practice and introduced measures to support staff to improve many aspects of the service.

Staff have provided the children's guide and the complaints procedure to both children living in the home. They have demonstrated efforts to try and check one child's understanding of how to make a complaint. However, due to a combination of the child's non-engagement and being absent from the home, they have not yet been able to achieve this.

Managers have made efforts to recruit staff since the previous monitoring visit. However, these efforts have been unsuccessful. This requirement has been repeated.

Staff and managers continue to use sanctions and rewards to manage children's behaviour. However, the effectiveness of these measures has not been reviewed. This does not help staff to evaluate what is working well to support children to change their behaviour. This requirement has been repeated.

The home is undergoing a programme of renovation. The kitchen has been refurbished and is more homely.

The shortfalls identified following this monitoring visit have been raised as requirements under regulation 12. These are in relation to staff training for children who are missing from care, reviewing the effectiveness of sanctions, and inconsistent and inaccurate records for children who are missing from the home. The requirements raised at the full inspection in February 2022 are repeated and will be reviewed at the home's next full inspection.

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 specifically refers to ensuring that: the effectiveness of the use of sanctions and rewards is reviewed; the training delivered to staff provides them with the skills, knowledge and understanding to keep children safe, such as training in managing incidents of children being missing from care; and children's missing-from-care records consistently include relevant and accurate information to help staff to manage the risks to children.	15 May 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; 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))	15 May 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;	15 May 2022

ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(d)(e))	
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 form of corporal punishment; any punishment involving the consumption or deprivation of food or drink; 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. (Regulation 19 (1) (2)(a)(b)(c)(i)(ii))	15 May 2022
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)(c))	15 May 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))	15 May 2022

This specifically relates to ensuring that children's missing-from-home records consistently include relevant and accurate information to help staff manage the risks to children.	
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. 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))	15 May 2022

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

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