

SC028598

Registered provider: Ja Nailah Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This home provides care and accommodation for up to five young women who may have emotional and/or behavioural needs. The home also 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 date: 31 January 2019

Judgement at last inspection: Requires improvement to be good

Date of last inspection: 16 April 2018

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged requires improvement to be good at the last full inspection. At this interim inspection, Ofsted judges that it has improved effectiveness.

The home provides a stable base for young people, where they can thrive and make progress at their own pace. A young person praised staff for being 'motherly' and for wanting 'the best for me'. Staff have a good understanding of trauma and its impact on young people. Personalised support plans have clear objectives and staff demonstrate a commitment to making a positive difference to each young person's life.

Leaders and managers have addressed all of the requirements and recommendations from the last inspection. There is now a clear leadership and management structure, which staff are aware of. The registered manager who is also the owner of the business is in daily contact with the home, either in person or by phone. The management structure is strengthened by a care manager and a new assistant manager.

Staff recruitment procedures protect young people, ensuring that only suitable people

work with them. Personnel files demonstrate that new staff are subject to the necessary checks and that they have relevant experience, skills and qualifications. Supervision arrangements have also improved. Agency staff now benefit from regular practice-related individual supervision.

Young people benefit from the positive changes in relation to their education, consultation and documentation. The home offers young people constructive educational activity when they are not in school or receiving home tuition. The management monitoring report now clearly includes the wide-ranging views of young people. There is also a regular formal feedback system, enabling young people to readily share their views.

Young people now receive better help and protection. Staff discuss with young people how to manage their behaviour, which is an objective within their support plans. All staff have attended restrictive physical intervention training. This enables them to safely restrain young people in the event of an emergency. When young people are missing, staff promptly take account of the information provided by return home interviews. This information contributes to more effective care planning.

Young people enter and leave the home in a planned manner. Where there are concerns regarding a placement, staff appropriately liaise with placing authorities. Currently, staff are assisting with the gradual return of a young person to their family home. Another young person is now feeling ready to move to a fostering placement.

Staff work exceptionally hard to build trusting relationships with the young people. Young people are calmer, and feel safe and secure in the home. They engage positively with the child and adolescent mental health service and willingly discuss their feelings with staff. This contributes to significant improvements in young people's emotional well-being.

There is a good risk management system which identifies specific risks to young people. Staff use clear strategies and effective interventions for managing risks. The research-informed location risk assessment demonstrates a good understanding of the current issues affecting young people.

Young people learn to take responsibility for their actions through the use of appropriate sanctions and rewards. Missing episodes have decreased, and the young people are more compliant with house rules. A police officer praised the prompt communication and partnership working by staff to safeguard young people.

Young people continue to develop their independent living skills. They can cook basic meals, are able to budget and undertake their own shopping. Young people receive appropriate support to maintain contact with their family and friends.

Leaders and managers demonstrate a commitment to the well-being and development of

staff. Staff feel valued and they praised the level of support available to them.

Young people engage in fun activities in the home and in the wider community. They particularly enjoyed their trips to Winter Wonderland and to Southend. Staff organise events linked to young people's interests; however, at times young people lack the motivation to attend.

Leaders and managers appropriately liaised with the police and the placing authority regarding a suspicion that a young person was being sexually exploited. However, the registered manager did not notify Ofsted as she thought it was discretionary. Regulations detail that Ofsted must be notified if a young person is suspected of being subject to sexual exploitation.

The home has a comprehensive statement of purpose which has been updated to reflect the organisational changes. However, there the sentence regarding the management of child protection allegations, requires further clarity.

Young people struggle to get up in time for school. Staff have tried numerous methods to help young people wake up. After consultation with the young people, social workers and parents, a decision was made to use a bell and a horn. These items were intended to be used as a last resort to make staying in bed uncomfortable. Their use, however, does not contribute to the home's nurturing and supportive atmosphere. The registered manager confirmed that the bell and the horn will no longer be used, due to their ineffectiveness.

The registered manager has a good action plan in place and is aspirational about the future of the home. There is a strong commitment to making a lasting change in each young person's journey. Staff take pride in young people's progress and in helping to raise their self-esteem.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/04/2018	Full	Requires improvement to be good
10/07/2017	Full	Good
30/01/2017	Interim	Sustained effectiveness
01/11/2016	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
Notification of a serious event The registered person must notify Ofsted without delay if— a child is suspected of being involved in or subject to sexual exploitation. (Regulation 40(4)(a))	01/03/2019

Recommendations

- Homes are required to keep under review a 'Statement of Purpose'. ('Guide to the children's homes regulations, including the quality standards', page 14, paragraph 3.5)

In particular, clearly confirm that the home does not investigate child protection allegations.

- For children's homes to be nurturing and supportive environments that meet the needs of their children, they will, in most cases, be homely, domestic environments. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9)

In particular, staff should not use a bell and a horn to assist with waking up 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.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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

Sharon Payne, social care inspector

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