

Children's homes – Interim inspection

Inspection date	18/10/2016
Unique reference number	1225887
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Benecare Limited
Registered provider address	113a St Johns Hill, Sevenoaks, Kent TN13 3PE

Responsible individual	Stephen Richmond
Registered manager	Patricia Clinton
Inspector	Lucy Chapman

Inspection date	18/10/2016
Previous inspection judgement	Requires improvement
Enforcement action since last inspection	None
This inspection	
<p>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</p> <p>This home was judged requires improvement at the full inspection. At this interim inspection Ofsted judge that it has sustained effectiveness.</p> <p>The registered manager is committed to achieving good outcomes for young people. She has worked hard to address all requirements and recommendations made at the previous inspection.</p> <p>Improved recording systems in the home mean that young people's case records are clear and contain the required information. Care plans for children align to the needs identified by their placing authorities, and this promotes consistent targeted care for young people.</p> <p>There is a marked improvement in the home's partnership working with external services. Staff work together with young people's schools and engage positively with child and adolescent mental health services. When required services are not in place, the registered manager pursues and challenges to ensure that young people gain access to the support that they need. The home places increased emphasis on supporting the education of young people who are not attending school. They provide tuition in the home, and employ creative incentives to encourage young people's educational engagement.</p> <p>Improved staff supervision has an increased focus upon reflective practice and the needs of young people. Appraisal now includes professionals' and young people's feedback, enhancing quality assurance. Staff consult young people, and their views influence decision-making in the home. Clearer systems to provide young people with feedback on their suggestions develops this process.</p> <p>Some referral matching has lacked rigour. This has resulted in young people being placed where the home has been unable to effectively meet their needs. In these instances, the home failed to achieve holistic positive outcomes for young people. Due to an improved referrals procedure, the needs of the current young person are well met by the home. She is settled and making good progress.</p> <p>The young person currently placed gives positive feedback about being at the home and the relationships she is developing with staff. Observations during the inspection were of warm, caring and enabling interactions with staff. A staff</p>	

member said, 'I do enjoy working here. Everyone goes out of their way to ensure the child is the number one priority.'

Missing incidents are few, but in one incident staff failed to follow the home's policy to protect young people. All young people sign a generic agreement for online use. The home does not complete individual e-safety risk assessments, and this fails to provide individualised online safety plans to protect young people. Staff undertake online safety training. However, they do not actively support young people to learn about and manage their own online safety.

All staff undertake accredited restraint training. Challenges in the restraint of one young person resulted in staff injury. Specialist restraint guidance, requested by the registered manager, was not provided due to organisational failings. This neglects the safety and well-being of young people and staff.

The registered manager identifies the needs of young people effectively and makes effective interventions to address their issues. In some cases, identified work remains incomplete. This fails to address young people's needs and to promote their progress.

Information about this children's home

The home is privately owned and is registered to provide care and accommodation for two children with emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/04/2016	Full	Requires improvement

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 within the given timescales.

Requirement	Due date
12: In order to meet the protection of children standard, the registered manager must: (2)(vii) ensure that staff are familiar with, and act in accordance with, the home's child protection policies, particularly in respect of children missing. (Regulation 12 (2)(vii))	19/12/2016

Recommendations

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

- Ensure that all staff have been adequately trained in the principles of restraint and any restraint techniques appropriate to the needs of the child in placement. ('Guide to the children's homes regulations including the quality standards', page 49, paragraph 9.57)
- Ensure that staff support children to manage their safety both inside and outside of the home to the extent that any good parent would. Staff should help children to understand how to protect themselves, particularly in respect of online safety. ('Guide to the children's homes regulations including the quality standards', page 43, paragraph 9.9)
- Ensure that all staff consistently follow the home's policies and procedures for the benefit of children in the home's care, particularly that work identified in children's care plans is completed to timescale. ('Guide to the children's homes regulations including the quality standards', page 54, paragraph 10.20)

What the inspection judgements mean

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the 'Inspection of children's homes: framework for inspection'.

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

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'.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance 'Raising concerns and making complaints about Ofsted', which is available from Ofsted's website: www.gov.uk/government/organisations/ofsted. If you would like Ofsted to send you a copy of the guidance, please telephone 0300123 4234, or email enquiries@ofsted.gov.uk.

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, work-based learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It inspects services for children looked after and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/government/organisations/ofsted

© Crown copyright 2016