

1246831

Registered provider: Beaufort Care Group

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is one of five children's services operated by a private provider, which is based in the south of England. The home is registered for up to four children and young people who may have emotional and/or behavioural difficulties.

Inspection date: 5 December 2017

Judgement at last inspection: good

Date of last inspection: 6 June 2017

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 good at the last full inspection. At the interim inspection, Ofsted judges that it has improved effectiveness.

The young people who have lived in the home for some time have made very good progress over the past six months. A fourth young person who is new to the home has already settled and is building relationships with the staff.

The staff provide high-quality care, which is tailored to each young person as an individual. This has helped the young people to build trust. One social worker said that they are very pleased with their young person's progress. They praised the staff team's dedication as it supports the young person through a very difficult period.

The young people said that they are happy in the home and that it has made a positive difference to their lives. During the inspection, some of the young people were enjoying

playing with the registered manager's puppy. Through playing with him, they can express their warm and nurturing side.

At the last inspection, some young people were constantly going missing and would not allow the staff to keep them safe. They are now keeping in touch so that they can enjoy safe contact with friends in the community.

The young people have also made very good progress with their education. Some young people have missed a great deal of schooling, but have worked with their tutors to prepare for GCSE exams.

Some young people are recovering from major trauma and loss. The resulting feelings are sometimes difficult for them to manage. This has resulted in a large number of serious incidents since the last inspection. When these incidents first took place, some young people did not feel ready to receive therapeutic support. They have responded very positively and are now working with the staff. They have also agreed to accept therapeutic support, which will help them further. As a result, they have made huge progress.

Although there have been some serious incidents since the last inspection, the registered manager and staff have handled these very well. The registered manager evaluates every incident and puts in the necessary safeguards to help avoid a repetition.

The dynamics within the home have changed since the last inspection. The young people are now more settled. The present group of young people have minor disagreements, but within normal limits.

Since the last inspection, one young person has left the home to move into a semi-independence flat. This move was managed well. The staff remained in contact with him for a period of time to help the young person with any initial difficulties. He still visits the home from time to time to keep in touch.

One new young person has been admitted to the home. She was carefully matched with the existing residents. This young person was not able to visit the home before her move, but the registered manager went to see her and explained what to expect. This young person is already settling and making progress.

During the summer, there were two complaints to Ofsted. Some of the local residents became concerned about a large group of young people hanging around on the street outside. This was intimidating. The local residents incorrectly assumed that these young people were associated with the home.

The registered manager and practice manager acted swiftly to respond to the neighbours' concerns. They asked the visiting young people not to come to the home in a large group, but welcomed individual friends as visitors. They worked hard with the police, youth workers and the antisocial behaviour officer to improve neighbourhood relations. They also spoke individually to all the neighbours and, with due regard for confidentiality, explained the complexity of the work that the staff do. This has been

successful and the majority of the neighbours are supportive of the home.

The staff have a united approach to managing the young people's behaviour. This has helped to achieve consistency in practice. The young person who did much of the damage to the home has now begun to reflect on this and learn from experience. When consequences are set, these are meaningful and fair.

The home continues to be very well managed. The registered manager is qualified and experienced. She is supported by an excellent practice manager and a full, skilled staff team. The young people receive consistent and dedicated care from permanent staff. Only one agency person is employed, but the young people perceive her to be a full member of the team.

The registered manager acknowledges that the home has been through a difficult few months. Skilful leadership has helped to bring the home through this period. The four young people are now settled, so the registered manager can focus on repairing areas of the home that sustained damage.

There are plans to refurbish the kitchen during the next month. The damaged TV has been replaced and the new one is about to be fitted. One problem that still needs to be resolved is the large number of cigarette butts dropped around the back door to the garden. This is unsightly and unpleasant for young people, whether they smoke or not.

The registered manager also works very well with other agencies to help the young people to make progress. She is currently working hard to obtain a school place for a new young person. The staff also have good relationships with the child and adolescent mental health service and local authority staff.

Two recommendations made at the full inspection are both met. The first recommendation concerned the need to ensure that young people who had been missing from the home received an independent interview within 72 hours. The second recommendation concerned how these interviews are recorded on the home's electronic database. There is now provision to record these visits separately from the police 'safe and well' visit.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/06/2017	Full	Good

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

Recommendation

- Ensure the children's home seeks as far as possible to maintain a domestic rather than 'institutional' impression. In particular, ensure that cigarette butts are not left on the ground in the garden, because this is a poor example for the young people and detracts from the home's appearance. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9).

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: 1246831

Provision sub-type: Children's home

Registered provider: Beaufort Care Group

Registered provider address: 42 Lytton Road, New Barnet, Barnet EN5 5BY

Responsible individual: Jennifer Kendall

Registered manager: Sally Bailey

Inspector

Heather Chaplin, social care inspector

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