

1225887

Benecare Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company. Its statement of purpose specifies that it will provide care and accommodation for up to two children aged from eight to 18 years old who have emotional and/or behavioural difficulties.

There has been no registered manager at the home since 30 June 2019.

Inspection date: 19 August 2019

This monitoring visit

This monitoring visit was carried out following the inadequate judgement made at the full inspection on 21 and 22 May 2019, at which a restriction of accommodation notice was served.

The purpose of this monitoring visit was to ensure that the provider remains compliant with the restriction of accommodation notice that was due to expire on 23 August 2019. The inspector also examined whether the provider had made further improvements to the safeguarding culture in the home.

The provider has complied with the notice restricting accommodation. A tour of the premises was conducted. No children were residing at the home, but the admissions and discharge log could not be located to verify when children had moved.

Since the last inspection, the acting manager has resigned. Furthermore, the deputy manager has moved to another home in the organisation. As a result, there is no one in charge of the day-to-day running of the home. A manager from another home, and the responsible individual, were present during this visit.

Staff meetings have occurred, but infrequently. The staff meeting minutes showed a lack of clear leadership, inconsistent supervision, and a frequently changing rota. This has resulted in low staff morale. Four permanent staff members have been

allocated to the home's staff team. They are currently working in other children's homes in the organisation.

The requirements and recommendations from the inadequate judgement on 21 May 2019 remain untested due to the absence of a manager or staff team.

Following the full inspection in May 2019, an independent consultant was commissioned to investigate safeguarding practice. The consultant had not been given a clear rationale or scope for the investigation. The investigation report failed to consider key points regarding the safeguarding culture at the home. It did not show a clear chronological investigation or include a fact-finding stage. Not all statements and records from the investigation were provided to the inspector. Furthermore, the report contained the opinion of the investigator, which led to weak conclusions. Outcomes put in place as a result of this investigation are not available under the disciplinary policy used by the provider.

The disciplinary policy and procedures are generic. They fail to adequately outline specific child-centred guidance that would protect children and staff. There is no reference to working within the legal frameworks that are relevant to the protection of children.

The designated officer had not been informed of the outcome of the internal investigation. This further demonstrates the failure to investigate effectively and resolve the concerns relating to the safeguarding culture. Staff about whom safeguarding practice concerns have been raised have not been subject to a thorough investigation and continue to work with children across the wider organisation.

Health and safety checks are insufficient. They have failed to identify that the intumescent strips on numerous fire doors are paint spattered. This damage is likely to reduce their efficiency in the event of a fire.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/05/2019	Full	Inadequate
29/08/2018	Full	Good
09/01/2018	Interim	Improved effectiveness
11/07/2017	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
<p>The quality and purpose of care standard is that children receive care from staff who—</p> <ul style="list-style-type: none"> 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 the children's needs and supports them to fulfil their potential. <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <ul style="list-style-type: none"> 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. <p>(Regulation 6 (1)(a)(b)(2)(b)(i)(ii)(iii))</p>	13/10/2019
<p>The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—</p> <ul style="list-style-type: none"> mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <ul style="list-style-type: none"> that staff— meet each child's behavioural and emotional needs, as set out in the child's relevant plans; help each child to develop socially aware behaviour; help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding; strive to gain each child's respect and trust; understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop 	13/10/2019

<p>positive relationships with children; are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same; de-escalate confrontations with or between children, or potentially violent behaviour by children; and that each child is encouraged to build and maintain positive relationships with others. (Regulation 11 (1)(a)(b)(c)(2)(i)(ii)(iv)(v)(ix)(viii)(x)(xi)(b))</p>	
<p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>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; and are familiar with, and act in accordance with, the home’s child protection policies; that the home’s day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1)(2)(a)(i)(ii)(iii)(iv)(v)(vi)(b)) *[sections (1)(2)(a)(v)(vi) are subject to a compliance notice]</p>	13/10/2019
<p>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.</p> <p>In particular, the standard in paragraph (1) requires the</p>	13/10/2019

<p>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; ensure that the home's workforce provides continuity of care to each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(a)(b)(c)(d)(e)(f))</p>	
<p>The registered person must ensure that the requirements of the Regulatory Reform (Fire Safety) Order 2005 (30) and any regulations made under it are complied with in respect of the home. (Regulation 25 (2)(b))</p>	13/10/2019
<p>The registered provider must appoint a person to manage the children's home if— there is no registered manager in respect of the home. (Regulation 27(1)(b))</p>	13/10/2019
<p>The registered person must— ensure that each employee completes an appropriate induction.</p> <p>The registered person must operate a disciplinary procedure which, in particular— provides for the suspension from work of an employee if necessary in the interests of the safety or welfare of children; and provides that the failure on the part of an employee to report an incident of abuse, or suspected abuse, whether past or present, in relation to a child to the appropriate person is a ground on which disciplinary proceedings may be instituted. (Regulation 33 (1)(a)(2)(a)(b)) *[sections (2)(a)(b) are subject to a compliance notice]</p> <p>Specifically, new staff should receive a thorough induction, focusing on their role and responsibilities. In addition, all existing staff who are promoted or acting in another role should receive a full induction to their new role.</p>	13/10/2019

<p>Schedule 4 sets out the other information that the registered person must keep in relation to a children's home.</p> <p>The registered person must—</p> <p>maintain in the home the records in Schedule 4;</p> <p>ensure that the records are kept up to date; and</p> <p>retain the records for at least 15 years from the date of the last entry. (Regulation 37 (1)(2)(a)(b)(c))</p>	<p>13/10/2019</p>
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* These requirements are subject to a compliance notice.

Recommendations

- The registered person should have a system in place so that all serious events are notified, within 24 hours, to the appropriate people. The system should cover the action that should be followed if the event arises at the weekend or on a public holiday. Notification must include details of the action taken by the home's staff in response to the event. ('Guide to the children's homes regulations including the quality standards', page 63, paragraph 14.13)
- The behaviour management strategy should be understood and applied at all times by staff and must be kept under review and revised where appropriate. ('Guide to the children's homes regulations including the quality standards', page 46, paragraph 9.34)

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: 1225887

Provision sub-type: Children's home

Registered provider: Benecare Limited

Registered provider address: 113a St Johns Hill, Sevenoaks TN13 3PE

Responsible individual: Stephen Richmond

Registered manager: Post vacant

Inspector

Sarah Olliver, social care inspector

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