

# 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:** 8 July 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, from which a restriction of accommodation notice was served. A compliance notice in relation to safeguarding practices was issued with a completion date of 5 July 2019.

The purpose of this monitoring visit was to ensure that the provider had remained compliant with the restriction of accommodation notice that expires on 23 August 2019. The inspector also examined whether the provider had met the compliance notice.

Additional requirements made at the previous inspection were not monitored and are therefore repeated.

The acting manager and a manager from another home in the organisation were present during this monitoring visit and met with the inspector. At this inspection there was one child living at the home. One child's placing authority had moved her to another home outside the organisation. A tour of the premises was conducted, and relevant records examined. The provider has complied with the restriction of accommodation notice.

**A compliance notice was served under Regulation 12 (1)(2)(a)(i)(ii)**

**(iv)(v)(vi)(b)**

The notice required the organisation to review the children's risk assessments. In the previous inspection it was found that despite a child being vulnerable in relation to absconding and child sexual exploitation, staff had stopped to buy food on a journey, which provided the child with the opportunity to go missing again. Risk assessments were poorly monitored and were not widely understood by staff.

Since the last inspection, the provider has commissioned an independent consultant to support the acting manager to respond to the compliance notices. Risk assessments for children had been reviewed. Discussions have taken place in team meetings to ensure that staff understand the risk assessments and have agreed the strategies that may reduce risk. The acting manager was able to demonstrate that frequent monitoring of the effectiveness of risk assessments is providing him with greater management oversight.

The compliance notice required the provider to undertake an investigation into a situation when a staff member witnessed a serious incident relating to the safety of a child and failed to immediately notify leaders and managers of the concerns regarding another staff member's practice. The independent consultant's report highlighted serious failings by staff to follow safeguarding procedures.

A revised safeguarding policy and procedure is in place. Staff have had face-to-face safeguarding training delivered by an outside agency. They have been provided with clear guidance on their roles and responsibilities with regard to safeguarding. The acting manager demonstrated that he has further tested this training, using scenarios to assess staff's knowledge during team meetings and individual supervision.

The steps in this compliance notice are met.

Measures to improve the management structure and stability of the staff team at the home have yet to be taken. Ofsted has yet to receive an application for the acting manager to register.

## 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"> <li>understand the children's home's overall aims and the outcomes it seeks to achieve for children;</li> <li>use this understanding to deliver care that meets the children's needs and supports them to fulfil their potential.</li> </ul> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <ul style="list-style-type: none"> <li>ensure that staff—</li> <li>understand and apply the home's statement of purpose;</li> <li>protect and promote each child's welfare;</li> <li>treat each child with dignity and respect.</li> </ul> <p>(Regulation 6 (1)(a)(b)(2)(b)(i)(ii)(iii))</p>	29/06/2019
<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"> <li>mutual respect and trust;</li> <li>an understanding about acceptable behaviour; and</li> <li>positive responses to other children and adults.</li> </ul> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <ul style="list-style-type: none"> <li>that staff—</li> <li>meet each child's behavioural and emotional needs, as set out in the child's relevant plans;</li> <li>help each child to develop socially aware behaviour;</li> <li>help each child to develop and practise skills to resolve conflicts positively and without harm to anyone;</li> <li>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;</li> <li>strive to gain each child's respect and trust;</li> <li>understand how children's previous experiences and present emotions can be communicated through behaviour and have the</li> </ul>	29/06/2019

<p>competence and skills to interpret these and develop 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 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 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>29/06/2019</p>
<p>The registered person must— ensure that each employee completes an appropriate induction. (Regulation 33 (1)(a))</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>	<p>29/06/2019</p>

## **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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