

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 who have emotional and/or behavioural difficulties.

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

Inspection date: 16 October 2019

This monitoring visit

This children's home was judged inadequate at the full inspection on 11 September 2019. Concerns identified at this inspection related to the safeguarding of children and the employment of staff. Two compliance notices were issued and a restriction of accommodation notice was served.

The purpose of this monitoring visit was to ensure that the provider has met the compliance notices, which had end dates of 13 October 2019. The inspector also checked that the provider is compliant with the restriction of accommodation notice that is in place until 16 November 2019.

A tour of the premises was conducted. The inspector examined the admissions and discharges log. No children are residing at the home. The provider has complied with the restriction of accommodation notice.

A compliance notice was served under regulation 12(1), (2)(a)(v)(vi).

The steps in the compliance notice required the provider to review their action to address the safeguarding shortfalls that were identified at the full inspection in September 2019. The provider has reviewed the shortfalls. The provider has conducted individual meetings to ascertain the learning needs of staff. These meetings have identified the need for enhanced training. Bespoke training has been developed, focusing on positive relationships and behaviour management.

Workbooks for staff, linked to the training courses, have revealed areas for further development. The responsible individual has plans for further training to meet the learning needs of the staff.

The provider undertook a review of staff's understanding of the organisation's safeguarding policies and the effectiveness of their actions to meet these policies. Twice-weekly workshops are being conducted at the home. Leaders and managers use these to go through the learning from the inspection findings. They have explored in detail previous incidents at the home to support the staff to consolidate their learning from recent training. Managers have also used real-life scenarios to test staff's learning and their understanding of the home's statement of purpose.

A compliance notice was served under regulation 33(2)(a)(b).

The steps in the compliance notice required the provider to ensure that the organisation's disciplinary policy includes, and allows for, the actions necessary to safeguard children, particularly when staff fail to protect their welfare. The disciplinary policy has been updated. It now states the actions necessary to safeguard children. Additionally, it provides the staff with guidance on their individual responsibilities to report concerns and both how the organisation will manage poor performance and the potential outcomes of disciplinary meetings.

A review of recent disciplinary investigations led the provider to revisit their actions in line with their disciplinary policy. A traffic-light system is in place to track the staff's performance. This has given managers further insight into staff's performance, particularly when they are working at other homes. Where shortfalls have been revealed, leaders and managers have addressed them in line with the policy.

The provider is in the process of recruiting a home manager and a deputy manager. They anticipate start dates in November 2019. Development plans include the staff returning from their work in other homes to begin working with the new leaders and managers. They also include the new manager undertaking a quality of care review as part of their induction to the home.

Conclusion

The provider has taken action to meet the steps of the two compliance notices. However, the staff team continues to require further training. Staff have yet to demonstrate their ability to work in line with the organisation's positive relationships and behaviour management guidelines. Furthermore, recruitment is in process for a home manager and deputy, with no definite start dates agreed yet.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/09/2019	Full	Inadequate
21/05/2019	Full	Inadequate
29/08/2018	Full	Good
09/01/2018	Interim	Improved effectiveness

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>In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating–</p> <p>the quality of care provided for children;</p> <p>the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.</p> <p>After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report"). (Regulation 45(2)(a)(b)(c), (3))</p> <p>Specifically, the report must contain relevant and accurate information, including responses to significant changes at the home, Ofsted requirements and compliance notices. It should not contain generic information from the statement of purpose.</p>	31/01/2020

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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