

1253711

Registered provider: Beacon Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is run by a private company. It is registered to provide care and accommodation for up to three children who have experienced adverse childhood experiences.

The current manager was registered with Ofsted in May 2020. The manager is working towards the level 5 qualification in leadership and management.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, Ofsted suspended all routine inspections of social care providers on 17 March 2020.

Ofsted last visited this home on 8 and 9 September 2020 to carry out an assurance visit. The report is published on the Ofsted website.

Inspection dates: 27 to 28 July 2021

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	requires improvement to be good
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 22 January 2020

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/01/2020	Interim	Improved effectiveness
08/05/2019	Full	Requires improvement to be good
12/09/2018	Full	Requires improvement to be good
07/06/2018	Interim	Declined in effectiveness

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

This is the home's first full inspection since May 2019. The home received an assurance visit in September 2020. Since the assurance visit, one child has left the home and two children have moved in. At the time of the inspection, three children lived at the home.

Staff do not always provide children with a homely and well-maintained environment to live in. For example, the inspector found that areas of the home appeared bare, with no pictures on walls. One child's bedroom had holes dotted around the wall, and another child had a television resting on a chair due to having no desk or table to put it on. This does not show a caring and proactive approach to meeting the children's needs.

Children attend a variety of education settings and their progress varies. Some children maintain good school attendance and are making good academic progress. However, other children lack motivation to attend education on time most days. For example, one staff member informed the inspector, '[Child] can be hours late almost every day despite encouragement from staff.' Because of this, some children have not made academic progress and are left without meaningful activity during the day.

Children are aware of the complaints procedure and know how to complain. However, staff do not always support children to resolve conflicts positively following complaints. For example, on the day of inspection, one child was informed of a complaint raised against them by another child. A formal complaint was then raised in retaliation to this.

The children's health and well-being are promoted well by staff. Staff ensure that healthcare plans identify children's individual needs. Statutory health assessments have been completed and children attend required medical appointments. Children have access to specialist help when needed, such as substance misuse workers and mental health services. This multi-team approach ensures that children's health needs are promoted effectively.

Children build some trusted and secure relationships with some core staff. Children informed the inspector that they have adults around them that they trust and can speak to if they are upset or worried. This helps children to feel confident about their relationships with staff and supports their progress.

Staff help children to maintain positive relationships with people who are most important to them. One child's time with family has increased and their relationship with family members has improved since moving to the home. Children see staff and their family working together and this enables children to receive coordinated care.

How well children and young people are helped and protected: requires improvement to be good

Since the last inspection, three new staff members have joined the home. Relevant checks are undertaken. However, when concerns are highlighted about references, managers have not shown professional curiosity to follow these up thoroughly to seek clarity. This has the potential to result in staff working in the home who are not suitable to do so.

Staff use bedroom door alarms to monitor children's movements in the home and lock doors to prevent access to communal rooms at night. It is not clear if these measures are proportionate and appropriate. Risk assessments are completed, however, the manager has failed to recognise that these assessments have been cut and pasted and are identical documents for each child. In addition, risk assessments do not always provide clear guidance to staff about how to manage behaviour.

Staff respond to children's challenging behaviours in a positive way, with the use of restraints and sanctions kept to a minimum. The manager learns from incidents that happen and reviews plans to adapt the approach needed to reduce risk. The manager has reviewed the location assessment and has ensured that additional risk reduction strategies are in place following an incident involving a child in the community. This ensures that staff understand risk and children's vulnerabilities and are clear about how to respond when the need arises.

The registered manager does not always ensure that staff understand how to respond to children's known vulnerabilities. For example, risk management plans for children making complaints detail strategies such as 'no lone working', however, the staff structure in the home does not always allow for this strategy to be implemented. As a result, staff do not always follow risk assessments consistently, leaving staff and children in potentially vulnerable situations.

Staff ensure that the home environment is safe for children to live in. A range of health and safety checks are completed to assess whether there are any hazards which could pose risks to children. Children take part in regular fire drills to ensure that they know how to safely evacuate the home in case of such an emergency.

The effectiveness of leaders and managers: requires improvement to be good

Management arrangements at the home have not always been effective. When the registered manager was absent, there was a lack of adequate cover. This meant that some aspects of monitoring have not been undertaken. For example, managers have not consistently reviewed records relating to sanctions given to children.

There has been some damage to communal areas of the home. Managers have not ensured that the damage is quickly repaired. These delays leave damaged areas in a less than suitable condition and does not create a homely environment where children can feel valued.

Staff report that they find supervision helpful and supportive. However, managers are unable to demonstrate that all staff have received supervision in line with the organisation's policy. The manager provided a supervision matrix indicating that supervision meetings are planned. However, there were no records to show that staff have received supervision during the last two months. This lack of clear, timely recording means that managers lack oversight of the support that is offered to staff.

The majority of staff hold the required level 3 diploma qualification. A small number are currently working to achieve this or are planned to be enrolled on a training programme. Plans are in place to ensure that staff complete this qualification within the required timescales. Good training informs staff practice and meets the children's individual and diverse needs.

The manager and staff work collaboratively with other professionals to ensure that children receive some good-quality care. Complaints are managed effectively and strategy meetings are arranged when needed following allegations of harm. This ensures a multi-agency approach to concerns and that children receive good support when incidents happen. One social worker said, '[Child] is always encouraged to meet with me. Our relationship is always supported, rather than undermined, by the home.'

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> <p>Understand the children's home's overall aims and the outcomes it seeks to achieve for children;</p> <p>Use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that the premises used for the purposes of the home are designed and furnished so as to—</p> <p>meet the needs of each child; and</p> <p>enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b)(2)(c)(i)(ii))</p> <p>In particular, ensure that the home environment is well maintained throughout, damage is repaired quickly, rubbish is removed promptly and the environment is made homely and welcoming for children.</p>	24 September 2021
<p>The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers;</p>	24 September 2021

<p>help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible. (Regulation 8 (1) (2)(a)(iii)(viii))</p> <p>Specifically, explore why some children are consistently late for school and work with them to address this. In addition, when children refuse to attend education, that they are provided with structured activity during the school day.</p>	
<p>The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—</p> <p>mutual respect and trust;</p> <p>an understanding about acceptable behaviour; and</p> <p>positive responses to other children and adults.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>help each child to develop and practise skills to resolve conflicts positively and without any harm to anyone;</p> <p>that each child is encouraged to build and maintain positive relationships with others. (Regulation 11 (1)(a)(b)(c) (2)(a)(iv)(b))</p> <p>This specifically relates to children being supported to appropriately manage their relationships with each other.</p>	<p>24 September 2021</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—</p> <p>that staff—</p> <p>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.</p>	<p>24 September 2021</p>

<p>(Regulation 12 (1) (2)(a)(i))</p> <p>This specifically relates to individualising risk assessments for each child and that they are clear and achievable.</p>	
<p>The registered person must ensure that—</p> <p>the privacy of children is appropriately protected;</p> <p>children can access all appropriate areas of the children's home's premises; and</p> <p>any limitation placed on a child's privacy or access to any area of the home's premises—</p> <p>is intended to safeguard each child accommodated in the home;</p> <p>is necessary and proportionate;</p> <p>is kept under review and, if necessary, revised; and</p> <p>allows children as much freedom as is possible when balanced against the need to protect them and keep them safe.</p> <p>(Regulation 21 (a)(b)(c)(i)(ii)(iii)(iv))</p> <p>This specifically relates to the use of door alarms on children's bedrooms and children not having access to all areas of the home at night.</p>	<p>24 September 2021</p>
<p>The registered person must ensure that—</p> <p>within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—</p> <p>has spoken to the user about the measure; and</p> <p>has signed the record to confirm it is accurate; and</p> <p>within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure.</p> <p>(Regulation 35 (3)(a)(b)(i)(ii)(c))</p>	<p>24 September 2021</p>

This specifically relates to the registered person reviewing sanctions following their use.	
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Recommendations

- The registered person should ensure that they maintain good employment practice. They should ensure that the recruitment procedures minimise the risk of unsafe adults working with children. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.1)
- The registered person should ensure that a record of supervision is kept for all staff. The record should provide evidence that supervision has taken place in line with regulation 33(4)(b). ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.3)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, 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: 1253711

Provision sub-type: Children's home

Registered provider: Beacon Childcare Limited

Registered provider address: Hazlewoods, Windsor House, Bayshill Road,
Cheltenham GL50 3AT

Responsible individual: Mark O'Donnell

Registered manager: Lenneah Thomas

Inspector

Kev Brammer, Social Care Inspector

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