

1225887

Registered provider: Benecare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care for two children aged eight to 18 years, who have social and emotional difficulties.

The manager has been registered with Ofsted since 20 June 2022.

Since the last inspection, there have been two children living in the home.

Inspection dates: 20 and 21 June 2022

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 28 March 2022

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/03/2022	Interim	Improved effectiveness
16/11/2021	Full	Requires improvement to be good
07/01/2020	Interim	Not judged
10/09/2019	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

Children build positive relationships with staff who provide nurture and individualised care.

Children move into the home following a careful matching process. In this process, the registered manager considers the needs of children already living in the home, the staff skills and the home's location. When children move out of the home, careful plans are put in place to ensure that children experience a smooth transition.

Staff value children's education. One child received home tutoring while a mainstream provision was identified. The child has now successfully moved to a local school and is making new friendships and is beginning to make academic progress.

Staff use child-focused care plans to ensure that children receive consistent and well-planned care. Plans are regularly reviewed to ensure that they reflect children's changing needs. This level of planning helps staff to provide effective and well-considered care.

Children make good progress from their starting point. However, this progress is not routinely captured in records. As a result, there is a missed opportunity to evidence children's achievements.

Staff support children's health needs. They work closely with all health professionals to ensure that children's health needs are dealt with effectively and promptly.

Children benefit from a well-presented and maintained home that is warm, welcoming and provides space for them to live comfortably. This is enhanced by two kittens called Sid and Barney.

How well children and young people are helped and protected: good

Safeguarding arrangements in the home are good. Staff follow detailed missing from care protocols and respond swiftly when a child goes missing from home. Records capture all the staff's actions. However, children are not routinely offered a return home interview. This is a missed opportunity to enable a child to talk to someone independent of the home.

Staff are skilled, experienced and knowledgeable in managing children's behaviours. Sanctions are rarely used, and when they are used these are restorative in nature. Staff are good at de-escalating difficult situations and can provide effective boundaries that help to reduce incidents occurring. However, when incidents do occur, records are missing key information. This omission is not picked up through the home's internal monitoring processes.

Children know how, and feel able, to make a complaint if they are unhappy with any aspects of their care. Although these complaints are dealt with swiftly, records do not show the resolution and outcome of the complaint. This creates a missed opportunity to enable managers to check that the complaints procedure has been followed and to identify any patterns and learning.

The effectiveness of leaders and managers: good

The registered manager is motivated to give children positive experiences. Through her leadership, she ensures that staff support children to enable them to reach their full potential in all aspects of their lives.

Management systems that help managers to monitor and review the quality of care are not always effective. As a result, managers are not always aware of shortfalls in records. This omission means that shortfalls in record-keeping go unchallenged.

Staff receive regular supervision. This provides opportunities to reflect on and to develop their practice.

Staff receive appropriate training to support the needs of the children in the home. For example, a child who is due to move into the home soon identifies as non-binary. The manager has ensured that staff have received training to enable them to support the child's needs. This demonstrates a child-centred approach and effective forward planning.

Managers deal with any allegations effectively. A recent incident was thoroughly investigated. However, the outcome response has not been received to enable the manager to bring this to a conclusion.

Professionals, including social workers, speak positively about the staff and the progress children are making.

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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h))</p> <p>In particular, the registered person must ensure that monitoring systems are effective so that continuous improvements in the quality of care provided in the home are formally captured.</p>	31 August 2022
<p>Subject to paragraph (6), the registered person must establish a procedure for considering complaints made by or on behalf of children.</p> <p>The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39 (3))</p> <p>In particular, the registered person must ensure children are satisfied with the resolution and receive a record of the outcome of any complaint made.</p>	31 August 2022

Recommendations

- The registered person should ensure that when a child returns home after being missing from care that the responsible local authority provides an opportunity for the child to have an independent return home interview. ('Guide to the Children's Homes Regulations, including the quality standards', page 45, paragraph 9.3)

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: 1225887

Provision sub-type: Children's home

Registered provider: Benecare Limited

Registered provider address: The Thatch Vine Farm, Stockers Hill, Boughton-under-Blean, Faversham, Kent ME13 9AB

Responsible individual: Lauren Walczak

Registered manager: Claire Akers

Inspector

Rebecca Fisher, Social Care Inspector

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