

# 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 who may have social and emotional difficulties. There were two children living in the home during this inspection.

The manager has been registered with Ofsted since June 2024.

### Inspection dates: 4 and 5 March 2025

**Overall experiences and progress of children and young people, taking into account** **good**

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

The effectiveness of leaders and managers **outstanding**

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 11 October 2023

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
11/10/2023	Full	Good
20/06/2022	Full	Good
28/03/2022	Interim	Improved effectiveness
16/11/2021	Full	Requires improvement to be good

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Since the last inspection, one child has moved out and one child has moved in. The inspector met both children during the inspection. Children in the home have experienced stability and made progress. Both children have lived in the home for over a year, one for almost three years.

Staff and children have excellent bonds. The home is characterised by warm relationships, and staff respect and value the children they care for. Children's identity and their individualities are nurtured. Feedback from children was positive, and they expressed and conveyed a real sense of belonging. Feedback was also positive from families who spoke with the inspector.

Children's views are considered by staff and managers in many daily aspects of the home's running. Children are encouraged to share their views, and these are acted on. Children feel that staff and managers respect them and listen to them. Children know how to make a complaint and trust that their complaints are taken seriously.

Staff have helped children make substantial progress in school. For example, one child has been supported to attend school and an alternative outdoor provision after being out of school for an extensive period. Another child made significant progress and achieved GCSEs and now goes to sixth form. When out of education, staff support children with learning in the home. When issues arise, staff and managers collaborate with the education provider and virtual schools to try to support the child to overcome them.

Staff support the children with their physical and emotional health needs. Staff and managers work effectively with other agencies in order to identify appropriate therapeutic support. Staff know how to respond to incidents of self-harm appropriately.

The staff help children to spend time with people who are important to them. This includes supporting families to visit the home and taking children to spend time with their families. Staff and managers maintain effective communication with families.

The home is situated in a quiet, rural location and the home environment is warm and welcoming. The home has two pet cats, and one child has their own pet mouse. Children are enabled to personalise their bedrooms, and their rooms reflect each child's personality and identity.

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

Children have developed good relationships with staff and receive help to find ways to manage their feelings and behaviours safely and appropriately. Staff understand children's issues and risks, they know children's strengths and vulnerabilities.

Staff are aided by risk assessments and behaviour support plans, which are detailed and individualised. Plans and assessments identify behavioural triggers, preventative measures and de-escalation responses. Staff update plans and assessments regularly.

Time with children is well utilised and recorded by staff. Discussions are meaningful and cover a variety of areas. Children and adults work together to set goals or targets for children to work towards. This helps children to improve behaviour and develop skills which will help them, for example with their independence. Rewards and consequences are fair and restorative.

Staff have safeguarding training and know the home's procedures. Staff take safeguarding incidents seriously when they occur. Incidents are also followed up by managers diligently and with appropriate oversight.

Physical interventions only happen when necessary to protect children. There is a focus on using de-escalation techniques when possible. When restraint has been necessary, staff actions are proportionate and justified. Staff have training on appropriate physical intervention techniques. There is good management oversight and debriefs take place.

Staff act appropriately when children go missing from the home. They work with other agencies, including the police, to help children to return safely. Records of missing-from-home episodes are detailed. Effective evaluation feeds into care planning and helps staff and managers to identify factors such as triggers, patterns of incidents and gaps in training.

A robust assessment of local risks in the vicinity of the home is in place. Staff ensure that health and safety checks are conducted regularly.

### **The effectiveness of leaders and managers: outstanding**

The home has a manager who is enthusiastic about seeking for the best for children. The manager is an extremely strong advocate for children. They challenge other agencies, including the Local Authority and police, when they feel children have not received the support or service they should expect. The manager is supported by an equally passionate and committed deputy manager.

Managers and leaders have maintained a strong track record of striving to achieve the best standards of care for children and continue to pursue the best possible outcomes. The previous registered manager has become the responsible individual but has retained close oversight and support for the home. The well-planned transition between managers was gradual and conducted exceptionally well, without affecting the high quality of care provided. The manager, responsible individual and deputy manager all work cohesively and share high expectations and aspirations for children.

Staff speak entirely positively about the home and their roles. They 'love' supporting the children who live there. They also speak positively about the registered manager and his support for staff. The manager strives for the best practice among staff. The manager

makes excellent use of reviews, monitoring and audits to influence further development in the support provided. When staff practice has fallen short, it is robustly, but fairly, addressed.

Supervision is monthly for all staff and takes place as scheduled. Staff speak about supervision as an open forum where they feel supported and can discuss how they are feeling. Staff also welcome informal and ad-hoc discussions with the manager. This helps to create an open and honest culture where staff can seek support and improve their practice.

Staff have excellent inductions, which include comprehensive training. The manager also identifies additional training specific to the needs of children in the home. For example, one child has a particular health need, and all staff have received training to support them. Less-experienced staff said that they feel supported by senior staff members and can ask questions without fear.

The quality of records and recordings is high. Recordings on children's files are professionally written and child focused. Language used by staff in conversation was also respectful and child focused.

The manager and staff have developed and maintained very positive relationships with a network of local professionals and agencies. Feedback from professionals was highly positive, including responses from local authority social workers and reviewing officers, and education professionals.

No requirements or recommendations were made at this inspection.

## **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:** 212 Ballards Lane, London N3 2LX

**Responsible individual:** Claire Akers

**Registered manager:** Mark Hook

## **Inspectors**

Daniel Rankin, Social Care Inspector

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