

SC357981

Registered provider: Benecare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and run by a private organisation. It provides care for up to four children who experience social and emotional difficulties.

At the time of the inspection, four children were living at the home.

The registered manager post has been vacant since February 2024. The new manager has applied to register with Ofsted.

Inspection dates: 17 to 18 June 2025

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: 14 October 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/10/2024	Full	Good
03/10/2023	Full	Good
19/07/2022	Full	Good
10/01/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

All children receive individualised care and have made good progress from their starting points. Due to children's previous experiences, staff have faced some challenges in getting children to trust them. Children and staff have now built positive relationships because staff have placed the well-being of individual children at the centre of their practice.

Children receive consistent support from staff. This helps children to make progress, which contributes to improving children's confidence and self-esteem. Examples of children's progress include a reduction in risk-taking behaviour and improved relationships between a child and their family.

Children's views and wishes are important to staff. Children chose the furniture for their bedrooms and chose how the home should be decorated. Children participate in a wide range of activities of their choice. One child said that staff are very good at encouraging all children to go out and have fun. This makes children feel important and appreciated.

Staff help children to learn skills that help them to live more independently. All children help with household tasks and do their own laundry. Most children enjoy baking and cooking. Some children have learned how to use public transport without staff support. The manager said that their aim is to help children to be confident in their daily lives when leaving this home.

When children leave the home, staff work closely with other professionals to make the moves go as smoothly as possible. Staff have stayed in touch with the two children who have left most recently. Staff speak with pride when they describe the progress that the children continue to make.

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

Staff understand and implement children's individualised plans, and behaviour that makes children vulnerable reduces as a result. If there are any shortfalls in staff adhering to children's plans, the manager takes effective action to reduce the risk of further mistakes.

Sometimes, children struggle to manage their emotions and show this through their behaviour. One child said that they displayed some behaviour that challenged so that they could test their relationships with staff. Staff remain resilient during difficult times and help children to make positive choices.

When children leave the home without permission, staff work together to locate children quickly and bring them to safety. Children say that they know that staff worry and care about them when they place themselves at risk. Staff appropriately inform professionals

about missing-from-care incidents and ensure that children receive good care after such incidents. This allows children to feel safe and helps them to stay safe.

When staff report safeguarding concerns, managers take effective action without delay. They work closely with external agencies to ensure children's safety. One social worker said that they have confidence that staff have the skills they need to keep children safe.

Physical restraint is used by staff only as a last resort and when someone is at serious risk of harm. Staff ensure that children are supported with individualised de-escalation techniques before they implement such restrictions. Staff's records of such incidents are detailed. However, records do not demonstrate that the manager checks on children's welfare or consistently seeks their views about the restraint within the required timescales. The records also lack information about the manager's view on the effectiveness of the measure.

The effectiveness of leaders and managers: good

The home has been without a registered manager for over a year. Leaders have taken effective action to appoint a new manager.

The manager is passionate about improving outcomes for children. The manager understands the strengths and weaknesses of the home. The manager has modelled good practice, particularly during more challenging times. Children and staff express their gratitude about the new manager's commitment to their welfare.

Supervisions and appraisals are completed within agreed intervals. Supervisions are detailed and allow staff to reflect on their practice and professional development. Staff say that they enjoy their one-to-one time with the manager and that they feel heard and supported.

Records of management monitoring do not consistently capture the effective oversight that takes place in practice. For example, debriefs after incidents do not capture the 'lessons learnt' approach that exists to ensure continuous improvement.

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, The 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>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) (2)(h))</p>	15 August 2025
<p>The registered person must ensure that—</p> <p>within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—</p> <p>the effectiveness and any consequences of the use of the measure; and</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. (Regulation 35 (3) (a)(vii)(b)(i)(ii)(c))</p>	15 August 2025

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: SC357981

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: Post vacant

Inspector

Sonata Brisley, Social Care Inspector

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