

# 1225887

Registered provider: Benecare Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is privately owned and provides care for up to 2 children who may experience social and emotional difficulties.

At the time of this inspection, 2 children were living at the home.

The manager registered with Ofsted in June 2024.

### Inspection dates: 3 and 4 March 2026

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

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

The effectiveness of leaders and managers **outstanding**

The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

**Date of last inspection:** 4 March 2025

**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>
04/03/2025	Full	Good
11/10/2023	Full	Good
20/06/2022	Full	Good
28/03/2022	Interim	Improved effectiveness

## Inspection judgements

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

Children receive highly nurturing and attentive care from staff who understand them exceptionally well. Children say they feel cared for, respected and loved by the staff who support them. This strong sense of connection and belonging helps children feel valued and empowers them to have a voice and gives them hope for the future.

One child said that staff at the home feel like family to them. Through the consistent care, warmth and support they have received, the child explained that they have learned what a loving family environment should feel like. This experience has helped them develop a stronger sense of self-worth and clearer expectations for the care and relationships they deserve.

Children who previously found it difficult to participate in education are now attending school and engaging well. Staff work closely with education professionals and advocate persistently for children, ensuring that any barriers to learning are identified and addressed effectively. Children achieve well academically because of the consistent support they receive. One education partner described the staff's commitment to children as 'exceptional' and said that their dedication has made a lasting impact on the child's progress.

Staff demonstrate a thorough understanding of each child's individual needs, interests and ambitions. This enables them to organise purposeful and enriching opportunities that support children's development. This includes regular outings, holidays and shared experiences. These opportunities strengthen relationships and contribute greatly to children developing confidence, self-worth and a stronger sense of identity.

Children who had previously experienced placement moves and disruption before arriving at the home are now thriving and flourishing. Thoughtful planning and transitions mean that children are now making strong and sustained progress. One family member said that their child is thriving and trusts the staff. Families feel reassured that their children are safe, valued and supported.

Staff model respectful and positive behaviour, and they support children by maintaining firm and clear boundaries. As a result, children feel safe and experience a stable and nurturing home environment.

Children are meticulously supported to move on from the home when the time is right. Transitions are thoughtfully planned to ensure continuity of care and stability. As a result, children experience positive endings that reflect the strong, trusting relationships they have built with staff. One child was successfully supported in returning to live with their mother following a very difficult period. This outcome reflects the consistent, nurturing support provided by staff, which helped rebuild family relationships and the child's

confidence. One professional said that the return home to family would not have been possible without the support of staff.

Staff and leaders are uncompromising in their commitment to ensuring that decisions about children's futures reflect their best interests. Staff advocate tenaciously for children with confidence and professionalism. They empower children to express their views and provide them with the necessary support to ensure that their voices are clearly heard during decision-making. As a result, children achieve the right outcomes, ensuring that their needs, wishes and long-term welfare remain central to decision-making.

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

Children experience a high level of safety and emotional security in the home. They build deeply trusting relationships with staff who consistently demonstrate attentiveness and genuine care. Children are confident that staff listen to them and take their worries seriously. As a result, children feel valued and protected.

Children who frequently went missing from home have now had a sustained period of stability and no longer go missing. If children go missing from home, staff act quickly and follow clear and well-understood procedures to locate and safeguard them. Leaders coordinate responses effectively with partner agencies and promptly escalate concerns when necessary. Practice focuses strongly on understanding the reasons behind children's behaviour, enabling staff to take effective action to reduce the likelihood of future incidents.

Staff have an excellent understanding of children's individual vulnerabilities. They use this knowledge to provide highly responsive care that is regularly reviewed and adapted to meet children's changing needs. Staff draw on research, reflective discussion and professional curiosity to strengthen their practice. Children are actively involved in conversations about their safety and are helped to understand and manage risks in their lives. This approach helps children develop the confidence and skills needed to keep themselves safe.

Behaviour support is thoughtful, consistent and tailored to each child. When boundaries are tested, responses are calm, fair and proportionate. Staff help children reflect on their behaviour and understand the consequences of their actions. This supports greater self-awareness, emotional regulation and personal responsibility.

Staff know children exceptionally well and are highly attuned to even subtle changes in their mood, behaviour or emotional presentation. They respond with skill and sensitivity when children become distressed, and they use de-escalation techniques effectively to help children regain control. Physical intervention is now rarely required and used only when necessary to protect children from harm.

Advocacy for children is a central strength of the home. Staff work proactively with families and professionals to ensure that children's needs and experiences are properly understood. Staff challenge decisions when necessary to ensure that children are treated

fairly and that plans reflect their best interests. This strong determination ensures that children receive the right support and helps keep them safe.

Children have made significant progress in developing healthy ways to manage their emotions. Staff provide consistent, nurturing support that helps children understand their feelings and learn safe coping strategies. Through patient guidance, reflective conversations and carefully planned support, staff guide children to recognise their feelings and develop techniques that help them manage distress more effectively. As a result, children demonstrate increasing resilience and confidence in regulating their feelings.

Leaders demonstrate strong oversight of children's experiences and carefully monitor patterns and trends in behaviour. Through thoughtful reviews of records, discussions with staff and close knowledge of the children, staff have been able to identify recurring factors influencing children's emotional presentation and their behaviours. When patterns are identified, staff take purposeful action to ensure that children receive the right support. This includes working with health professionals and other relevant services to better understand children's needs and to implement appropriate strategies. Consequently, support for children is more responsive and individualised, helping them to better manage their emotions and maintain stability.

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

The registered manager provides highly effective leadership and maintains excellent oversight of the home and the quality of care provided to children. He is visible, approachable and highly respected by children and staff. Children identify leaders as trusted adults and speak warmly about the support and guidance they receive. Leadership in the home is ambitious and purposeful, with a clear focus on achieving the best possible experiences and outcomes for children.

Leaders and managers have a detailed and insightful understanding of the individual needs of the children living at the home. They remain steadfast in their commitment to securing the very best care and outcomes for them. A real strength of leaders and managers is the strong advocacy they consistently demonstrate on behalf of children. They work proactively to progress children's plans and ensure that each child's wishes, needs and aspirations remain firmly at the centre of all decisions made about their lives.

Systems for monitoring and reviewing practice are highly effective. Leaders and managers make good use of these systems to maintain a clear understanding of the home's strengths and to identify opportunities for further development. Reflection, learning and continuous improvement are firmly embedded in the culture of the home. Leadership is aspirational and strongly centred on the needs of children, which contributes to the consistently high standard of care they receive.

Leaders and managers actively promote equality and diversity. Children's differences are openly recognised and celebrated through everyday practice, helping them develop a strong sense of belonging and pride in who they are.

Staff morale is high. Staff report feeling extremely well supported by their line managers and the wider organisation. Leaders place strong emphasis on staff wellbeing and professional development, helping staff feel valued, confident and well equipped to provide high-quality care.

Supervision is regular, purposeful and reflective. Staff are encouraged to challenge practice constructively and learn from one another in a culture that promotes openness and professional growth.

The manager has developed and maintained a stable, committed and skilled staff team. This consistency provides children with a strong sense of security and reliability in their daily lives. Stable relationships with familiar adults enable children to build trust and develop meaningful connections with those who care for them.



## **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

## Inspector

Alexia Hosker, Social Care Inspector

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