

SC438648

Registered provider: Benecare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private organisation. It provides care for up to 3 children who experience social and emotional difficulties.

At the time of the inspection, one child was living at the home.

The manager registered with Ofsted on 26 September 2024.

Inspection dates: 22 and 23 July 2026

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: 23 June 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/06/2025	Full	Good
27/01/2025	Full	Good
11/07/2023	Full	Good
16/08/2022	Full	Good

Summary of findings

Children receive individualised care that meets their needs and helps them make progress. Children experienced periods of instability, particularly when one child's behaviour impacted another. Staff and managers took appropriate action to reduce risks and improve stability. Staff work with families, professionals and specialist services to support children's needs.

Staff understand children's risks and take effective action to keep them safe. Missing from home incidents reduce through targeted strategies and clear risk management. Safeguarding concerns and allegations are managed appropriately, and staff provide consistent boundaries. However, independent return home interviews were not always completed or followed up by managers.

Leaders and managers are committed to improving outcomes for children. They provide effective support, training and supervision for staff. Managers maintain strong partnerships and promote equality and inclusion.

Inspection judgements

Overall experiences and progress of children and young people: good

Children receive individualised care that meets their needs. Children's assessments and plans remain up to date. Staff work closely with families and professionals. Children living at the home have mixed experiences. Children can experience long periods of positive progress. However, there are times when children become unsettled, for example when one child's behaviour impacts another child's stability and progress. Despite this, staff make careful decisions about children's suitability for the home. Staff ensure that children's individual needs and plans are reviewed following any changes in the home. This helps to reduce the impacts on other children.

One child, who lived at the home for several years, made substantial progress from their starting point. Staff supported the child to develop independence skills. As a result, the child was able to return to live with their family. Staff gain children's views through one-to-ones and consultations.

Staff listen to children and respond to their wishes and feelings whenever possible. Staff advocate for children's needs. This helps children to understand their rights and contributes to positive day-to-day experiences. Children are supported to raise concerns and complaints. Detailed records are maintained, children's views are considered and complaints are investigated appropriately. This helps children feel listened to and promotes their welfare.

Professionals give positive feedback about communication and partnership working with staff. A professional said staff supported a child with their education and health to meet

their needs. This demonstrates effective relationships with professionals and good access to specialist services. One child is engaging in education through tutoring. The child is proud of the work they complete in education. The child is supported to access specialist health services. The child enjoys taking part in activities arranged by staff. The child is supported to spend meaningful time with their family. As a result, the child's needs are met holistically.

Staff changes can affect children's sense of stability, but staff work hard to minimise the impact on children. When children move on, staff maintain relationships and links with them. This demonstrates that staff value children. Staff promote a sense of belonging, which continues even when children have left the home.

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

Staff understand children's risks and take effective action to help keep them safe. There are incidents where children go missing from home. Staff respond with individualised strategies to reduce these incidents. Staff actions are successful in helping to reduce incidents of children going missing.

When children leave the home without permission, staff follow them where appropriate. Staff encourage children to return home and follow any guidance in children's risk assessments. However, independent return home interviews are not always completed. The registered manager does not follow this up with relevant professionals. Therefore, children do not get a chance to discuss these incidents with an independent person.

Staff have a good understanding of the risks children face. Children access technology safely. Key-work sessions help children understand online safety. This helps to reduce potential harm and increase children's awareness of risk.

Staff provide clear and consistent boundaries. Physical intervention is used as a last resort. Records relating to restraints are detailed including management oversight and reflection.

In the event of a child making an allegation about staff conduct, children and staff receive effective support. Management oversight is clear and any learning is identified and used to improve practice. Referrals are made to the local authority designated officer when required. This demonstrates that safeguarding procedures are understood and followed.

Children's health and welfare needs are responded to. Children receive suitable care and attention. Medical advice and treatment are sought when necessary to safeguard children's wellbeing.

Overall, safeguarding arrangements are effective. Staff understand children's risks. Staff respond appropriately to incidents and take action to protect children from harm.

The effectiveness of leaders and managers: good

Managers maintain a strong focus on meeting children's individual needs. Leaders and managers are committed to providing children with individualised care and support. The manager has a clear vision for the home. The manager demonstrates a genuine commitment to improving outcomes for children. Professionals and parents describe managers as caring, responsive and dedicated to meeting children's needs. Managers have a good understanding of children's experiences and progress. Managers are creative in accessing therapeutic support for children.

Leaders and managers provide a supportive environment for staff. Staff receive regular supervision within required timescales. Staff training and development is reviewed by managers. There is a thorough induction programme for new staff. Staff said they are well supported by managers. Staff described the team as supportive and approachable. Staff reported that they are proud of the safe and nurturing care they provide and feel valued.

Managers have developed positive relationships with professionals and families. Feedback from a parent was particularly positive. A parent stated that managers and staff are committed to their child's needs. These strong relationships help to ensure that children receive coordinated support.

Managers promote equality, diversity and inclusion. Staff support children to explore their identity and participate in cultural events. For example, children are supported to access identity-related groups. Children's views are valued and contribute to the support they receive. This helps children develop a positive understanding of themselves and others.

Managers have a good understanding of the home's strengths and areas for development. They are keen to identify what is working well and where improvements are needed. There are strong levels of management support and oversight. This helped maintain stability during periods of staff change.

However, management oversight is not always fully effective. The manager did not escalate concerns when independent return home interviews were not completed. This was a missed opportunity to strengthen safeguarding arrangements and support risk management. Managers need to ensure that records evidence the rationale for decisions made. This is also important in relation to oversight of significant incidents by a deputy manager to ensure that all policies and procedures are followed.

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
Engaging with the wider system to ensure children's needs are met. In meeting the quality standards, the registered person must, and must ensure that staff— if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5 (c)) In particular, the registered manager should ensure that there is a formal escalation for the interviews for children going missing to be completed by the independent person.	9 September 2026
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— 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)) In particular, the registered manager should ensure that there are formal records evidencing the reasons for decision-making of the matters that are being addressed outside agreed policy.	9 September 2026

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: SC438648

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: Karma-li Draper

Inspectors

Kerry Meller-Rayment, Social Care Regulatory Inspector
Sonata Brisley, Social Care Regulatory Inspector

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