

2649926

Registered provider: Beaufort Care Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home provides care for one child who may experience social or emotional difficulties. The home is operated by a private provider which has several other homes in the area.

There has been no registered manager in post since 24 April 2023. The manager started in post in May 2023 and has not yet applied to register with Ofsted as required.

Inspection dates: 2 and 3 August 2023

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

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

The effectiveness of leaders and managers **inadequate**

There are serious widespread failures that mean children and young people are not protected or their welfare is not promoted or safeguarded.

Date of last inspection: 3 May 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/05/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: inadequate

Weak leadership and management and a lack of effective management oversight have led to poorly planned care. As a result, the child is not always being kept safe or helped to make good progress.

Staff have formed relationships with the child. However, the effectiveness of these relationships is undermined because several different staff work in the home despite leaders and managers knowing that the child finds this difficult. In addition, staff are not always clear about how they should care for the child and keep them safe. Care and support plans have contradictory information and do not include all the known information about the child's needs. Typically, care plans are written using first-person narrative, despite the child not being involved in devising the plan.

The child's educational needs are not being met as the child is not currently in school. Discussions are taking place about school plans for September 2023.

The child says that they like living at the home and get to do a range of enjoyable activities. The child says that she feels safe and cared for by the core staff members but not when she is being cared for by staff she does not know.

A parent says that they are happy with the care provided. They said they did raise a complaint about the inconsistent communication from the staff team, but this has now been resolved.

Since the previous inspection, three children have lived in and left the home. Only one of these moves was planned. The other two children were asked to move as staff felt they could not keep them safe. Leaders and managers have reviewed these two placements and have identified the need to carry out a more in-depth investigation at the referral stage.

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

Safeguarding practices are inadequate. Leaders, managers and staff are failing to consistently take swift and effective action to keep the child safe. For example, on one occasion, staff failed to check on the child for several hours despite the child telling staff they were thinking of self-harming. Several serious concerns relating to online abuse, threats and harassment of the child have been raised. One initial concern was reported to the police as required. However, additional threats of harm were not reported to the police, despite the risks continuing. Not enough action is taken to protect the child when she uses a mobile phone and the internet.

The safety plan designed to direct staff in how to support the child is ineffective. It does not include information about all recent concerns or provide strategies for staff to mitigate the risks.

Despite concerns relating to exploitation, insufficient action is taken by staff to quickly understand where the child has been and who they have been with when they have been missing from home. For example, on one occasion, the child was brought back to the home at midnight after being missing. Staff did not confirm who dropped the child off until a few days later. The child has gone missing on 10 occasions. Insufficient action is taken by leaders and managers to ensure that independent return home interviews take place after each incident. In addition, the manager has failed to review all the missing-from-home incidents. Together, these serious shortfalls limit the opportunity to understand and mitigate the risks and to prevent reoccurrence.

The effectiveness of leaders and managers: inadequate

Leaders and managers are not managing this home effectively. The home has been without a registered manager since April 2023. A new manager is in post but has not applied to register with Ofsted as required.

Management oversight of incidents and records is ineffective. Consequently, the manager does not have a clear and accurate understanding of how the home is performing and the help the child needs to stay safe. The responsible individual has implemented their own monitoring of the home, but this is not yet embedded into practice.

The home is insufficiently staffed to meet the child's needs. The current staffing provision available does not consider staff who are on leave or absent while they undertake training. Since the previous inspection, 19 different members of staff have worked in the home, covering 235 shifts. Leaders and managers are aware that the child struggles with new people. Despite this, they have not taken enough action to provide the child with the necessary stability to form strong and trusting relationships.

Staff morale is low. Staff told the inspector that they lack confidence in leaders and managers and that communication from them is poor. Leaders and managers do not confidently understand the skills and training necessary for the staff team. For example, a member of staff was asked to act as an appropriate adult for the child. The manager did not know if the member of staff had the training necessary to carry out this important role.

Staff regularly work in the home by themselves. Risk assessments to support staff to carry out this work safely are not kept up to date.

A compliance notice has been issued following this inspection, requiring the registered person to take action to improve the management of the home so as to keep the child safe. Ofsted will continue to monitor the home.

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
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; and seek to develop and maintain effective professional relationships with such persons, bodies or organisations as the registered person considers appropriate having regard to the range of needs of children for whom it is intended that the children's home is to provide care and accommodation. (Regulation 5 (c)(d)) In particular, the registered person should ensure that all information regarding threats of harm and/or abuse is shared swiftly with the police. In addition, the registered person should work effectively with the local authority to ensure that all return home interviews take place.	17 September 2023
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to—	17 September 2023

ensure that staff— protect and promote each child’s welfare; provide personalised care that meets each child’s needs, as recorded in the child’s relevant plans, taking account of the child’s background; help each child to understand and manage the impact of any experience of abuse or neglect; help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult; make decisions about the day-to-day arrangements for each child, in accordance with the child’s relevant plans, which give the child an appropriate degree of freedom and choice. (Regulation 6 (1)(a)(b) (2)(b)(ii)(iv)(v)(vi)(ix)) In particular, the registered person should ensure that the child’s plans include all known relevant information, provide clear guidance for staff on how to care for the child and include effective strategies to meet the child’s needs. In addition, the registered person should review the continued use of first-person care plan recording if the child is not involved in determining the information.	
The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to achieve the child’s education and training targets, as recorded in the child’s relevant plans; help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible. (Regulation 8 (1) (2)(a)(i)(viii)) In particular, the registered person should ensure that the child is helped to return to full-time education.	30 September 2023

The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child’s relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; manage relationships between children to prevent them from harming each other; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child’s welfare; and are familiar with, and act in accordance with, the home’s child protection policies; that the home’s day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b))	17 September 2023
*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—	17 September 2023

lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff work as a team where appropriate; ensure that the home has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; demonstrate that practice in the home is informed and improved by taking into account and acting on— research and developments in relation to the ways in which the needs of children are best met; and feedback on the experiences of children, including complaints received; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(b)(d)(e)(f)(g)(i)(ii)(h)) In addition, the registered person should take swift action to ensure that the home is managed and staffed effectively. The registered person should ensure that the manager and staff have the necessary skills and training to carry out their roles effectively. The registered person should take action to improve management oversight to understand the impact of the quality of care and take urgent action to ensure that the child is cared for safely.	
The registered person must ensure that all employees— have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(c))	30 September 2023

In particular, the registered person should ensure that where staff have identified health needs, their needs are comprehensively assessed and they receive the appropriate support.	
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*These requirements are subject to a compliance notice.

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: 2649926

Provision sub-type: Children's home

Registered provider: Beaufort Care Group Limited

Registered provider address: Unit 2, Hollygrove Business Park, Verwood Road, Ringwood, Dorset BH24 2DB

Responsible individual:

Registered manager: Post vacant

Inspector

Wendy Anderson, Social Care Inspector

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