



# Ofsted Report **Bentley Grove**



THE OFFICE FOR STANDARDS IN EDUCATION,  
CHILDREN'S SERVICES AND SKILLS

# SC413678

Registered provider: Horton Establishments Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

A private company owns the home. It is registered to provide care and accommodation for up to two young people. The registered provider also runs a school that the young people can attend. At the time of inspection, neither of the children and young people living at the home attended the school.

The manager has been at the home for 12 months. She was registered on 24 January 2019. She is currently undertaking her level 5 qualification in leadership and management.

**Inspection dates:** 12 to 13 March 2019

**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      good

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

**Date of last inspection:** 2 May 2017

**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>
02/05/2017	Full	Good
07/11/2016	Interim	Declined in effectiveness
09/05/2016	Full	Good
08/02/2016	Interim	Improved effectiveness

## 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
<p>The independent person must provide a copy of the independent person's report to—</p> <p>HMCI. (Regulation 44(7)(a))</p>	<p>30/04/2019</p>

### Recommendations

- The registered person should ensure that all incidents of control, discipline and restraint are subject to systems of regular scrutiny to ensure that their use is fair, and the above principles as set out in 9.35 are respected. ('Guide to the children's homes regulations including the quality standards', page 46, paragraph 9.36)

In particular, that staff complete an adequate record each time the bedroom and personal belongings of a child or young person are searched.

## Inspection judgements

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

The children and young people develop close and trusting bonds with a stable, experienced and nurturing staff team. They are given the opportunity to choose their own key workers, once they have come to know the staff team. This ensures that children and young people can connect effectively with their key worker.

One child has lived at the home for four years, enabling her to develop a sense of permanence and security. This is testament to the skill of the staff, who have continued to meet her complex needs effectively during this time.

Children and young people who have experienced disruption to their education prior to coming to the home have been successfully reintroduced to school. The manager swiftly ensures that education is provided for those children and young people who arrive without educational input. The staff celebrate the educational achievements of children and young people, which encourages them to improve.

The children and young people benefit from routine healthcare assessments and are registered with local services. The response to addressing their emotional health is excellent. Children and young people have access to a therapist as soon as they are ready, and the staff work closely with her to provide consistent, therapeutic responses. All of the staff have attended training around therapeutic parenting to increase their knowledge and skills. One child has made significant progress in her emotional well-being, as a result.

The restorative approach taken by the manager and staff to repairing relationships after incidents with the children and young people is impressive. One member of staff was seriously injured by a resident, but the focus remained on the child's need for reparation and the relationship was effectively repaired.

The children and young people are helped to develop hobbies and interests. A variety of activities are on offer, both inside and outside of the home, such as cheerleading, dance and horse riding. This helps to enhance their self-esteem and social development.

The staff build positive relationships with families in the interests of the children and young people. When appropriate, contact takes place at the home. One parent said, 'The staff are lovely. Me, my daughter and staff talk together now and help to keep her safe.'

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

Some of the children and young people living in the home have very challenging and complex needs. The manager ensures that new admissions are carefully matched to minimise the risk of a negative impact on all the children and young people.

The staff are skilled in using therapeutically informed strategies to de-escalate situations

so that the use of physical intervention is minimised. When physical intervention is used, it is proportionate and recorded in accordance with regulations. The children, young people and staff are debriefed following incidents to ensure continuous learning from these events.

High-quality risk management plans identify all the known risks and contain strategies for the staff to follow to help to reduce the level of risk to the children and young people. The comprehensive plans provide the staff with clear guidance on the appropriate, therapeutically informed response to manage children's and young people's behaviour. This consistent approach from the staff is also helping the children and young people to learn how to regulate their emotions and responses.

The staff provide a strong, proactive response to risk. For one child with a high level of needs, this requires daily room searches. However, these are not being recorded adequately to demonstrate that the staff respect the rights of children and young people. The record does not detail if anything is found or removed, to inform future actions.

The staff provide the children and young people with firm boundaries, particularly around free time in the community. They maintain frequent checks in person and by phone to ensure that the children and young people are safe. On the occasions when the children and young people go missing from home, the staff follow the individual missing-from-home protocols for each child or young person and, if further support is needed, they contact the police for assistance.

The staff team has had appropriate safeguarding training, including on criminal exploitation, gang culture and radicalisation, to ensure that they are alert to the risks to the children and young people.

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

The registered manager promotes a culture of high aspiration for the children and young people to achieve in all aspects of their development and to provide them with life-enhancing experiences.

The children and young people are admitted to the home sensitively and the staff support those leaving the home for a period afterwards. This has helped one young person to reintegrate with her family on reaching adulthood.

The staff feel well supported by the manager and say that the leadership environment in the home is supportive and encouraging. They receive regular supervision and take part in team meetings, which enables them to reflect on their practice and their own well-being.

The manager and staff work closely with other agencies to achieve the best possible outcomes for the children and young people in their care. One placing authority said that

it was 'impressed' with the care and progress that a newly admitted young person was already making.

The children and young people are consulted regularly about their wishes and feelings. The staff record their views and try to act on their feedback, where possible. One child wanted to travel on a coach to a sporting event, so staff arranged for this to take place.

Monitoring systems provide are effective in providing the manager with oversight of care practice in the home. The independent visitor's monthly reports are in line with regulations. However, some of these reports have not been submitted to the regulator. This prevents effective external monitoring of the performance of the home.

## Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the difference made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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:** SC413678

**Provision sub-type:** Children's home

**Registered provider:** Horton Establishments Ltd

**Registered provider address:** 75 Thwaite Street, Cottingham, East Yorkshire  
HU16 4RB

**Responsible individual:** Harriet Appleby

**Registered manager:** Terrienne Butler

## Inspector

Janet Black, social care inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit [www.nationalarchives.gov.uk/doc/open-government-licence](http://www.nationalarchives.gov.uk/doc/open-government-licence), write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at [www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted).

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

T: 0300 123 1231  
Textphone: 0161 618 8524  
E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
W: [www.gov.uk/ofsted](http://www.gov.uk/ofsted)

© Crown copyright 2019