

Beacon House Therapeutic Services and Trauma Team

Registered provider: Beacon House Psychological Services Ltd

Unit B Madam Green, High Street, Oving, Chichester, West Sussex PO20 2DD

Inspected under the social care common inspection framework

Information about this adoption support agency

This privately owned agency provides specialist adoption support to adopted people and to adoptive parents to enable them to provide stable and permanent homes to children. At the time of this inspection, the agency was providing services to 82 families.

The agency has been registered with Ofsted since 16 September 2020. The manager was registered at the same time.

Inspection dates: 14 to 16 March 2023

Overall experiences and progress of service users, taking into account **outstanding**

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

The effectiveness of leaders and managers **outstanding**

The adoption support agency provides highly effective services that consistently exceed the standards of good. The actions of the adoption support agency contribute to significantly improved outcomes and positive experiences for service users.

Date of last inspection: not applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Inspection judgements

Overall experiences and progress of service users: outstanding

Children receive excellent individualised support. They receive thorough and tailored assessments that meet their needs. The assessments identify the type of therapeutic input required. Research-informed practice supports this. Matching the right therapist to children and their families is effective. As a result, children and families develop trusting relationships with their therapist. The stability and consistency of workers enables this.

Children make excellent progress from their starting points, and they recognise that they have made progress. They can say when they feel that they no longer need this support. Therapeutic input has led to improved familial relationships. This has strengthened adopters' understanding of how to meet their children's therapeutic needs.

Therapists go to great lengths to support the children and their families. Therapists are responsive to emails from parents and young people including outside their working hours. They offer flexibility around appointments wherever it is possible. One adopter said that they would not be a family were it not for the support that they receive from the agency.

Professionals report positive relationships with the agency. They said that they are lucky to have this service on their doorstep. Adult service users report that the agency listens to them and that they feel 'held'. Therapists are highly skilled at building trusting relationships with service users.

The agency knows the views of children and their adoptive parents well. The agency regularly asks children for their views. Senior leaders value and encourage feedback from children, to enable continued improvements. Because of this, children's views lead to changes in the organisation. Adult service users regularly and consistently provide feedback to the service.

Research-informed practice is embedded in the culture of this organisation. They reflect on this in all areas of practice. Resources developed by the organisation are readily available online to the public.

How well children, young people and adults are helped and protected: outstanding

Children and adults say that they feel safe. Consistent feedback throughout this inspection has raised no safeguarding concerns. Other professionals have praised staff for their responsiveness to safeguarding issues. Staff are proactive and raise concerns with relevant professionals as required. Staff are transparent with service users. They ensure that service users understand their duty to report any concerns

or risks. Leaders are effective in challenging agencies when they are not responsive to concerns.

The agency provides parents with therapeutic strategies to minimise risk. This also helps to keep children safe. Children said that therapists help them to understand and explore their feelings and to develop tools to regulate both their emotions and behaviours that bother them. One child said that it felt like a 'home from home'.

Safeguarding is a high priority in this organisation. Arrangements are strong and effective. There are mechanisms in place to ensure consistent management oversight. Any safeguarding concerns are swiftly communicated to the relevant authorities. As a result, children stay protected from harm and abuse.

There are strong safer recruitment practices in place. Thorough checks are undertaken. This ensures the safe recruitment of staff to work with children and their families.

The agency has received no complaints from children or adult service users. But there is an effective procedure in place to respond to any complaints raised.

The effectiveness of leaders and managers: outstanding

There is a strong and effective leadership team. They have high expectations of the therapy that they provide for children and their families. They ensure that high-quality adoption support leads to consistently good outcomes.

This organisation is extremely child-focused. Leaders and managers review the progress that children are making. There is a clear and effective mechanism in place to do this. The needs of children and their families drive the therapy given. When there is no longer a need for therapeutic input, leaders explain this to families. In doing so, they ensure that endings are positive and planned. There is an open-door policy for families to contact the agency after therapy has ended. Discussions with the manager about a return to therapy in the future are always welcomed.

Leaders and managers provide exemplary staff development. Staff receive consistent high-quality supervision and appraisals. Varied training opportunities are available and are relevant to the work. All staff have undertaken safeguarding training. This organisation has a creative learning environment. They reflect on the training which enhances practice and promotes development.

Leaders and managers keep the service under frequent review. They identify strengths and areas for development. Plans are in place to address the areas for development.

Leaders and managers develop and maintain professional relationships. They value these relationships and have a clear understanding of their importance. Liaison with education and health services is effective. Children and their families receive a rounded service. Their needs are consistently at the forefront of practice.

Leaders and managers show a strong commitment to equality and diversity. There is a working group focused on making the service more inclusive. This involves how and where they recruit staff to the agency. Managers have strengthened the way that they collect feedback. For example, they have redeveloped this process to make it more accessible.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children, young people and adults, using the social care common inspection framework.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the adoption support agency, how it meets the core functions as set out in legislation, and to consider how well it complies with the Adoption Support Agencies (England) and Adoption Agencies (Miscellaneous Amendments) Regulations 2005 and the national minimum standards.

Adoption support agency details

Unique reference number: 2595001

Registered provider: Beacon House Psychological Services Ltd

Registered provider address: Ad5 Littlehampton Marina, Ferry Road,
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Responsible individual: Shoshanah Lyons

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Inspectors

Vevene Muhammad, Social Care Inspector

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