

Inspection report for children's home

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| Unique reference number | SC063883 |
| Inspector | Monica Hargreaves |
| Type of inspection | Interim |
| Provision subtype | Children's home |

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| Registered person | BetterCare Keys Limited |
| Registered person address | Laganwood House 44 Newforge Lane Belfast BT9 5NW |
| Responsible individual | Heather Ann Laffin |
| Registered manager | Mumtaz Sodha |
| Date of last inspection | 30/07/2014 |

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| Inspection date | 16/01/2015 |
| Previous inspection | good |
| Enforcement action since last inspection | There has been no enforcement action since the last inspection. |

This inspection

This home was judged good at the last full inspection. At this interim inspection Ofsted judge that it has **improved effectiveness**.

Young people are well looked after by a consistent team of staff who have a good understanding of their needs. Staff have a very positive view of the young people they look after and work hard to ensure that they are able to achieve their individual potential. As a result of the very positive relationships they develop with staff and the care they are given, young people are able to make good progress in all areas of their lives from being admitted to the home. Professionals involved with the home confirm the progress that young people make and report that they are well cared for.

Young people's health needs are met very effectively. Staff help young people to recognise how they can develop and maintain a healthy lifestyle. They ensure that young people are registered with primary health care services and are supported at routine health appointments. Young people also have access to the organisation's psychologist. These arrangements ensure that the young people's general health and emotional well being are monitored. In order to promote their good health, staff encourage young people to eat a balanced diet and to exercise. Young people who used substances when they were admitted to the home, have been supported to stop. This has a very beneficial impact on their health.

Staff ensure that the young people have an education placement that is appropriate to their needs. Young people, who had struggled to engage with education before they came to the home, are settling into school with staff support. Their improved level of attendance has helped them to make good progress towards meeting their education targets.

Young people are helped to identify activities that interest them and staff support their involvement. They have been involved in a number of different outdoor

activities, such as walking, horse riding, climbing and visits to local attractions. Involvement in these activities helps the young people develop their individual interests and this benefits their general development.

Young people are regularly consulted about their plans and life in the home. They have regular key work sessions where they discuss their care plans and the running of the home. These arrangements enable the young people to be fully involved in the decisions that are made about their lives.

The home's kitchen is currently being refurbished. This is being done in a way that minimises the disruption to young people. Young people will benefit from this significant improvement to the environment.

Admissions to the home are carefully managed. The manager obtains full information about young people to assess whether or not the home can meet their needs. Young people are able to visit the home and meet staff and other young people. Their placement plans are drawn up at an early stage, with the full involvement of the young people: this helps them to raise issues about their plans and understand how the staff will look after them. Young people are supported to leave the home in as planned a way as possible. If there are specific circumstances that necessitate a young person moving on more quickly than had been anticipated, the manager and staff make sure that the young person is kept fully involved in the process so that they are supported.

Safeguarding concerns are managed very effectively. Staff are trained in safeguarding, including in issues of sexual exploitation. Consequently, they understand how to identify and manage safeguarding issues. Concerns are reported promptly and young people are protected. Staff understand young people's care plans and their vulnerabilities. This means that they know how to work with young people in order to minimise risk and keep them safe. Staff are appropriately trained to manage behaviour that may be challenging and they do this very well. There have been no incidents of physical intervention involving the young people who currently live in the home. The young people themselves report that they feel safe and well cared for. They have developed very positive relationships with staff. They know how to complain and feel confident about raising their concerns. This contributes to their sense of safety and well-being in the home. Professionals confirm that they feel young people are cared for safely. One said that their child, 'is absolutely safe here'.

Staff report that they are supported 'very well' by their manager. They have regular supervision that they feel is meaningful and supports their work with young people. They confirm that training opportunities have continued to be good, keeping them up to date with current issues that affect young people. For example, since the last inspection, they have been trained in the dangers of 'legal highs'. Staff work together very well to provide consistency of care for the young people. They also work closely with professionals from different agencies. These include health

services, police, youth offending teams, social workers and the organisation's psychologist. This partnership working ensures that young people have access to services they need and that there is a consistent approach to them. In turn this supports young people's overall progress and ensures that they are safe.

The home is managed effectively. Since the last inspection, the manager has appointed an experienced and suitably qualified deputy manager. This additional post will help to ensure that the home continues to run smoothly in the manager's absence.

The manager has good oversight of the progress young people make and the care they are given. Detailed reports confirm the monitoring that is done by the manager and the independent visitor. The manager takes action on any issue that is identified through this monitoring activity in order to improve the service that is given to young people. The manager also takes action on issues identified during inspections.

Four recommendations were made at the last inspection. These related to young people's health and education needs, their involvement in activities and the maintenance of the home. All of these are met, improving the quality of young people's lives and their experiences in the home.

No requirements or recommendations have been made as a result of this inspection.

Information about this children's home

This children's home is operated by a private company. It provides three long-term placements for young people who have emotional and behavioural difficulties.

Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|-----------------------|
| 30/07/2014 | Full | good |
| 20/11/2013 | Interim | satisfactory progress |
| 14/05/2013 | Full | adequate |
| 11/09/2012 | Interim | satisfactory progress |

What inspection judgements mean

At the interim inspections we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the *Inspection of children's homes: framework for inspection*.

Information about this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service and to consider how well it complies with the relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.