

Children's homes - interim inspection

Inspection date	30/03/2016
Unique reference number	SC063883
Type of inspection	Interim
Provision subtype	Children's home
Registered person	BetterCare Keys Limited
Registered person address	Laganwood House, 44 Newforge Lane, Belfast, BT9 5NW

Responsible individual	Christine Bird
Registered manager	Mumtaz Sodha
Inspector	Debbie Foster

Inspection date	30/03/2016
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
<p>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</p> <p>This home was judged Good at the full inspection. At this interim inspection Ofsted judge that it has improved effectiveness.</p> <p>Young people continue to make good progress, with high-risk behaviour significantly reducing over a sustained period. Young people are proud of their achievements; they do not go missing, and are considerably less susceptible to exploitation. They recognise the importance of education, which will extend their choices for college and employment when older. Young people have good independence skills. They are able to cook meals and undertake chores around the home including keeping their rooms tidy and doing their laundry. This ensures young people are aware of risks to their safety and act on the support and guidance given. They are preparing well for life as young adults.</p> <p>Young people have strong trusting relationships with staff. They say, 'Staff are fair, and listen to us.' The open culture within the home, allows young people to express their views. This builds their confidence and assists in addressing any concerns.</p> <p>Young people say they enjoy a number of social and leisure activities. For example, going to play pool, going to the cinema, clothes shopping and seeing their families. As a result, young people engage in age appropriate activities of their choice and build secure support networks with their families.</p> <p>Staff promote positive behaviour, through rewards and incentives. In addition, young people respond well to regular praise. There have been no incidents of behaviour where physical intervention has been required. Work continues with young people around substance misuse after recent incidents. Consequences for not following boundaries and rules are proportionate and those made, low in number. Young people are settled and say that they like where they live.</p> <p>The registered provider has responded to the recommendation made at the last inspection. They have made some changes by authorising additional finances for particular activities and events. This better supports young people's individual circumstances, access to more amenities and this increases enjoyable life experiences.</p>	

Monitoring of the service is thorough. Good communication systems exist. This includes, having detailed daily shift handovers, regular young peoples and staff meetings, and formal staff supervision. This affords young people with good consistent care and provides the manager a very good oversight of the service.

Information about this children's home

A private company operates this children's home. It provides long-term care and accommodation for three young people who experience emotional and behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/01/2016	Full	Good
16/01/2015	Interim	Improved effectiveness
30/07/2014	Full	Good
20/11/2013	Interim	Satisfactory progress

What does the children's home need to do to improve?

Recommendations

To improve the quality and standards of care further the service should take account of the following recommendation(s):

- Staff need to have the knowledge and skills to understand each child's education and training targets and their next steps for learning. (The Guide to the Quality Standards, page 28, paragraph 5.11) In particular, that each young person's plans record their current education levels to ensure staff can support and assess their on-going progress.

What the inspection judgements mean

At the interim inspection 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

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, 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 who it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

This 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 Children's Homes (England) Regulations 2015 and the *Guide to the children's homes regulations including the quality standards*.

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