

1247773

Registered provider: Bettercare Keys Ltd

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to provide care and accommodation for up to five young people who may have learning disabilities. Two young people are accommodated under short-break arrangements and three children live at the home. The home is run and managed by a large private company.

Inspection date: 10 January 2018

Judgement at last inspection: Good

Date of last inspection: 18 July 2017

Enforcement action since last inspection: None

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged good at the last full inspection.
At the interim inspection, Ofsted judges that it has improved effectiveness.

There have been no placement breakdowns, disruptions or failures since the last inspection. There has been only one new admission to the home. The registered manager worked closely with the young person's family to make their transition as smooth as possible. Detailed risk impact assessments are completed by the registered manager and this ensures that young people are appropriately placed and matched.

Risks associated with young people are well known and understood by staff. Staff have a good understanding of young people's specific needs and vulnerabilities and take appropriate action to address them. Young people are kept safe and have a strong sense of personal safety. A young person reports:

'I've lived here since July 2016. They've given me independence and helped me do stuff more independently. Staff look after the young people and put their best interests forward. They don't let anyone harm the young people.'

Young people benefit from well-planned, highly personalised care that promotes their

needs effectively and contributes to change and improvement in their lives. They make significant progress, taking into account their individual starting points, across all aspects of their physical, social, emotional and behavioural development. Young people enjoy warm and secure relationships with staff with whom they sustain positive attachments. Young people benefit from continuity of care and have consistency and stability in their lives.

Young people are closely supervised by staff so they do not go missing from the home or come to any harm. Significant incidents are reported to the appropriate authorities charged with a duty to protect young people. The home maintains highly effective partnerships with social workers, schools and other safeguarding agencies to promote the safety and well-being of young people. Young people become increasingly safer as a result of the actions staff take to help, support and protect them.

The safety of young people is consistently at the forefront of staff practice despite the challenges this presents. Young people are protected from abuse and all other forms of significant harm. Staff are trained in child protection so they know how to deal with allegations and how to report suspected abuse. There have been no allegations of abuse or child protection referrals to children and young people's services since the last inspection.

Young people benefit from a safe, caring, supportive and nurturing environment. Staff promote young people's positive behaviour and are responsive to their needs at all times. Young people are supported when their emotions are high or their behaviour becomes difficult or challenging. Staff are trained in Management of Actual or Potential Aggression so they can respond to the behaviours of the young people safely and effectively. The use of sanctions is exceptionally rare. These are kept to an absolute minimum. Restraint is a last resort and, if used at all, is only ever used to protect young people from actual harm. High staffing ratios ensure that young people's needs are prioritised effectively.

Young people benefit from a home that is managed efficiently and effectively. The registered manager demonstrates strong and effective leadership of the operation of the home. She prioritises the needs of the young people and ensures that staff are well supported, managed and led. The manager has consistently high aspirations for young people and ensures that their specific needs are met.

Young people report, 'The manager likes to have banter. She likes to do the best for young people and won't make a decision if it doesn't benefit the young people. She always thinks about young people's feelings and thoughts.'

The home has addressed and met all of the requirements and recommendations from the previous inspection. The registered manager has completed her diploma in leadership and management and has ensured that staff have access to regular, practice-related supervision. Staff have now received training on radicalisation and extremism so they are aware of and more alert to these types of safeguarding concerns. Additionally, on young people's admission there is improved oversight of their personal belongings to ensure that no unsuitable materials are allowed into the home. This protects young

people from accessing unsuitable content, such as computer games of a violent or adult nature. The home's external monitoring reports now include the author's impartial assessment and opinion about the effectiveness of the home's arrangements for safeguarding young people and promoting their well-being.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/07/2017	Full	Good

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

There are no breaches in regulation. Consequently, there are no requirements or recommendations made as a result of this inspection.

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 differences 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.

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.

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: 1247773

Provision sub-type: Children's home

Registered provider: Bettercare Keys Ltd

Registered provider address: Laganwood House, Newforge Lane, Belfast BT9 5NW

Responsible individual: Melanie McGuinness

Registered manager: Ann Lorne

Inspector

Anthony Kyem, social care inspector

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