

2592228

Registered provider: BTTLR LIMITED

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and provides care for up to two children who may require support with social and emotional difficulties.

The registered manager post has been vacant since December 2024. An operations manager has been appointed who was present and supported this inspection. A deputy team manager had been appointed but left the post after seven weeks.

There were no children living at the home at the time of this inspection.

Inspection date: 6 March 2025

This monitoring visit

The home was judged inadequate at the full inspection on 9 and 10 December 2024. Following the inspection, several statutory requirements were set, and two compliance notices were issued in relation to regulation 12, the protection of children standard and regulation 13, the leadership and management standard.

Ofsted issued a restriction of accommodation notice to ensure that no further children were admitted, given the inspection findings.

A monitoring visit was carried out on 21 January 2025 to review whether the actions set following the inadequate judgement, in relation to the protection of children and leadership and management, had been completed. The compliance notices were not fully met and were reissued.

This visit was carried out to evaluate whether the actions set in relation to the protection of children and leadership and management have been completed.

There remains no registered manager in post and recruitment is ongoing. A deputy manager was employed to support the operations manager; however, they resigned and left the post within seven weeks of employment. Four members of staff are now employed at the home. However, there remains a need for ongoing recruitment for both managers and staff members to adequately care for children.

The manager has completed additional training for staff. There is one training event outstanding in the understanding of trauma-informed practice and the use of physical intervention, which has been booked but not yet delivered to the workforce.

Some progress has been made in developing and strengthening the home's risk assessment templates. However, this is in its infancy and has not yet been finalised, embedded or shared with the staff team.

The manager has made some progress in developing a system to ensure effective monitoring and oversight of the home by creating a quality assurance review document. However, this document has not yet been tested. This means that an evaluation of the identified shortfalls has not been undertaken. Learning from evaluations is therefore not shared with the staff team. This limits opportunities to reflect on and develop practice.

Sufficient progress has not been made within this monitoring period, therefore compliance notices for regulation 12 and regulation 13 are reissued. The notice restricting accommodation was reviewed at the monitoring visit on 3 March 2025 and has been reissued.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/12/2024	Full	Inadequate
23/01/2024	Full	Inadequate
03/05/2022	Full	Requires improvement to be good
24/02/2022	Interim	Sustained 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, The 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 with the given timescales.

Requirement	Due date
*The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; are familiar with, and act in accordance with, the home's child protection policies; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm; that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health; and	17 April 2025

that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi)(b)(d)(e)) This is in relation to staff being prepared and supported to respond to any incidents of challenging or unsafe behaviour. It relates to ensuring staff have an understanding of their own safeguarding responsibilities and a duty to act on these when concerns arise. It relates to effective risk assessments as safeguarding tools and staff ensuring these are regularly reviewed and adhered to.	
*The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; demonstrate that practice in the home is informed and improved by taking into account and acting on—	17 April 2025

research and developments in relation to the ways in which the needs of children are best met; feedback on the experiences of children, including complaints received; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(d)(e)(f)(g)(i)(ii)(h)) This is in relation to the experience and qualifications of staff, and that this is sufficient for the children placed. It relates to auditing and monitoring systems which are needed to understand the impact of care provided.	
The children's views, wishes and feelings standard is that children receive care from staff who— develop positive relationships with them; engage with them; and take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— help each child to understand how the child's views, wishes and feelings have been taken into account and give the child reasons for decisions in relation to the child; regularly consult children, and seek their feedback, about the quality of the home's care. ensure that each child— is enabled to provide feedback to, and raise issues with, a relevant person about the support and services that the child receives. (Regulation 7 (1)(a)(b)(c) (2)(a)(iv)(b)(i))	17 April 2025

This is in relation to staff building trusted relationships with children in their care effectively, taking into consideration the child's views about such care.	
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the name of the person who used the measure ("the user"), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; has signed the record to confirm it is accurate; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c))	17 April 2025

This relates to effective and accurate record-keeping of any measures of restraint used in the children's home.	
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— meet each child's behavioural and emotional needs, as set out in the child's relevant plans; help each child to develop socially aware behaviour; encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding; help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding; understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children; are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same; de-escalate confrontations with or between children, or potentially violent behaviour by children. (Regulation 11 (1)(a)(b) (2)(a)(i)(ii)(iii)(iv)(v)(ix)(x)(xi))	17 April 2025

This is in relation to staff recognising and understanding reasons for children's behaviour, and how previous traumatic experiences impact on such behaviour.	
The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience; and have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(a)(b)(c))	17 April 2025
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report"). The registered person must— supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and	17 April 2025

make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home.

The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff.

(Regulation 45 (1) (2)(a)(b)(c) (3) (4)(a)(b) (5))

*These requirements are subject to a compliance notice.

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 2592228

Provision sub-type: Children's home

Registered provider: BTTLR LIMITED

Registered provider address: Office 3, Ground Floor, Michael Way, Raunds, Wellingborough, Northamptonshire NN9 6GR

Responsible individual: Deborah Carr

Registered manager: Post vacant

Inspector

Caroline Coop, Social Care Inspector

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