

2592228

Registered provider: BTTLR LIMITED

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

A private company operates this home. It is registered to care for up to two children with social and emotional difficulties.

There has been no registered manager since March 2022.

Inspection date: 13 December 2022

Date of last inspection: 3 May 2022

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

The care of children

One child is currently living at the home. They have been at the home for a relatively short period. Staff are getting to know the child by spending time with him and listening to him. A recent overnight stay at the seaside has assisted with this and has given the child a range of positive experiences. The child told the inspector, 'It was great, I enjoyed it. You learn more about who people are, when we are away from home.'

The child attends a local college, part time. He also receives weekly support from a tutor. The child is motivated to achieve in education and aspires for his future. Good communication with the placing local authority and external education professionals means that this provision is increasing to full time. Staff have been positive advocates for the child in this regard and this has led to a positive outcome.

The child knows how to make a complaint if he is unhappy with any aspect of his care. He knows how important it is for his voice to be heard. For example, following a recent disagreement with a staff member, support was given to both parties to ensure that mediation took place and a way forward could be devised. The child appreciated how staff and managers handled this situation sensitively.

Spending time with family is very important to the child. Staff ensure that this happens on a regular basis, travelling with the child to his family home. Staff recognise that nurturing these important relationships will help the child develop an appropriate sense of belonging.

The safety of children

Risks to the child are identified and understood by staff. The manager has produced risk assessments and behaviour support plans which are easy for staff to follow. This means that any presenting risks can be effectively managed. There has been one incident of self-harm, which was managed effectively. The child has not been missing from care and there has been no use of physical restraint.

Staff did not manage one incident of challenging behaviour effectively. The actions of staff during this incident could have left a child unsafe. However, staff did use emergency protocols to seek guidance from senior managers and emergency services. Following this incident, additional support has been offered to staff to ensure that they are prepared to deal with any unsafe behaviours from children.

Safe recruitment is not as robust as it should be. Attention to detail is not given to staff who come through an employment agency. For example, the manager does not assure himself that adults are safe to work in the home and relies entirely on information provided by a third party. This is a recurring concern from the previous inspection.

The effectiveness of leaders and managers

There has been no registered manager for a considerable period. The post has been vacant since March 2022. Recruitment processes have successfully identified a candidate who has recently started in post. The new manager is currently undertaking an induction. A number of previous managers have covered this position, but not stayed any length of time. This creates instability within the workforce and impacts on children's care and progress.

The retention of staff continues to be a concern. However, there are enough staff to safely care for the one child. An experienced and qualified member of staff is leaving imminently, which will exasperate these issues. Leaders assure Ofsted that recruitment of staff remains a priority for the company.

New staff recruited from overseas are receiving an organised induction and training programme. The majority of staff do not reflect the ethnic and cultural identity of the child. Some exploration of this is taking place to ensure that the child and adults can live alongside each other in a respectful manner. Not all staff have the required qualification, but some do have prior experiences in social care abroad. The provider is committed to ensuring that all staff who are eligible enrol to take the childcare diploma.

The home's statement of purpose has not been updated to reflect the many changes to the staff team. For example, the manager listed no longer works for the company and the responsible individual is no longer in post. The role and responsibilities of the new operations manager are not clear. This makes it difficult to ascertain an accurate staffing and leadership structure.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/05/2022	Full	Requires improvement to be good
24/02/2022	Interim	Sustained effectiveness
21/07/2021	Full	Requires improvement to be good

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, 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 within 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 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. (Regulation 12 (1)(2)(b)) This specifically relates to staff being prepared and supported to respond to incidents of challenging or unsafe behaviour in a good manner, and prioritises the safety and care of children.	31 March 2023
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 the home has sufficient staff to provide care for each child. (Regulation 13 (1)(a)(b) (2)(a)(d)) This is in relation to the sufficiency and quality of staff and leaders to make sure that care is delivered in line with the home's statement of purpose.	31 March 2023

The registered person must— keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. Subject to paragraph (6), the registered person must ensure that the home is at all times conducted in a manner which is consistent with its statement of purpose. (Regulation 16 (3)(a)(b) (5))	31 March 2023
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Recommendations

- The registered person should ensure that good employment practice is followed. They must ensure that recruitment, supervision and performance management of staff safeguards children and minimises potential risks to them. This is in relation to the recruitment of staff from an agency who are on temporary contracts. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)

Children's home details

Unique reference number: 2592228

Provision sub-type: Children's home

Registered provider: BTTLR LIMITED

Registered provider address: 4 Shirley Road, Old Stone Factory, Rushden,
Northamptonshire NN10 6BY

Responsible individual: Shamiso Ringisai

Registered manager: Post vacant

Inspector

Rachael Sprigg, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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