

2592228

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 experience social and emotional difficulties.

The registered manager has been in post since October 2023. He is suitably qualified.

There were no children living at the home, and no staff working at the home at the time of this inspection.

Inspection date: 18 June 2024

This monitoring visit

This monitoring visit was carried out following an inadequate judgement in January 2024.

A suitably qualified and experienced responsible individual has now been recruited. They commenced in post on 1 February 2024. They have demonstrated, to the Provider, that they have the capacity, experience, and skills to supervise the management of the homes for which they have been nominated. Ofsted evaluated and agreed their suitability to be the responsible individual on 12 March 2024.

This home was judged inadequate at the last inspection on 23 January 2024. No children have lived at the home since this time. Staff have not worked at the home, and it has not been operational.

The registered manager and staff have worked in another setting for the same provider during this time. The registered manager was not available on site for this inspection, in his absence he was spoken to on the telephone.

Some progress has been made against statutory requirements set at the last inspection. The provider has ensured the home's statement of purpose is now an accurate reflection of the service provided to children. This is regularly provided to the regulator and is no longer a shortfall.

The provider met with the regulator in April 2024 to discuss their action plan. They were able to demonstrate they now have safe recruitment processes in place which meet regulation. This is no longer a shortfall in safeguarding practice.

The registered manager has written a quality-of-care report and provided this to the regulator in a timely manner. This had previously been missing. This requirement is now met and no longer considered a shortfall.

All other statutory requirements will be evaluated at the next inspection. This has not been achievable at this inspection as the provider has not cared for children since the inadequate judgement, and therefore cannot demonstrate progress in these areas.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/01/2024	Full	Inadequate
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, 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 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)) This is in relation to staff effectively building trusted relationships with children in their care, taking into consideration the child's views about such care. This also relates to the effective handling of children's complaints.	30 August 2024
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust;	30 August 2024

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)) This is in relation to staff recognising and understanding reasons for children’s behaviour, and how previous traumatic experiences impact on such behaviour. This also relates to effective behaviour management with skills of resolving conflict and reducing violence.	
The protection of children standard is that children are protected from harm and enabled to keep themselves safe.	30 August 2024

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

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 adhered to. It also relates to the home environment and making this as safe as possible.

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—

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 sufficiency and quality of staff and leaders to make sure that care is delivered in line with the home's statement of purpose. It relates to the experience

30 August 2024

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 registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. (Regulation 23 (1)) This relates to ensuring all records relating to safe administration of medication, including risk assessments and care plans, are accurate and current for each child. It also relates to ensuring staff have received adequate training in respect of such tasks and that competency checks are undertaken regularly.	30 August 2024
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))	30 August 2024
The registered person must prepare and implement a policy which— sets out the procedure to be followed in the event of an allegation of abuse or neglect. The procedure to be followed in the event of an allegation of abuse or neglect must, in particular— provide for liaison and co-operation with any local authority which are, or may be, making a child protection enquiry in relation to a child accommodated in the home; provide for the prompt referral of an allegation about current or ongoing abuse or neglect in relation to a child to the placing authority and, if different, the local authority in whose area the home is located; provide for the prompt referral of an allegation about past abuse or neglect in relation to a child to the placing authority	30 August 2024

and, if different, the local authority in whose area the alleged abuse or neglect occurred; provide for records to be kept of an allegation of abuse or neglect, and the action taken in response; describe the measures which may be necessary to protect children following an allegation of abuse or neglect; and describe how and to whom staff are to report, without delay, any concern about abuse or neglect of a child. (Regulation 34 (1)(b) (2)(a)(b)(c)(d)(e)(f)) This relates to an effective and understood policy in the event of an allegation against an adult who works in the home.	
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;	30 August 2024

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))

This relates to effective and accurate record keeping of any measures of restraint used in the children's home.

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: Neil Harriott

Inspector

Rachael Sprigg, Social Care Inspector

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