

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 be experiencing social and emotional difficulties.

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

Inspection date: 20 February 2024

This monitoring visit

During a suitable person interview on 4 August 2023 with the nominated responsible individual, it became Ofsted's view that the responsible individual did not have the capacity, experience or skills to supervise the management of the home. The nominated responsible individual had not worked in or managed a children's home before. They did not have any previous leadership experience in children's residential care to draw on. The nominated responsible individual had failed to challenge the poor practice of previously employed managers in other settings. This contributed to long periods of time without a registered manager between March 2022 and October 2023. This regulatory breach of regulation 26 of the Children's Homes (England) Regulations 2015 resulted in the issuing of a compliance notice on 23 October 2023. A monitoring visit on 20 November 2023 established that this compliance notice had not been complied with.

At that monitoring visit, it was found that leaders had made some progress in recruiting a new responsible individual but had not yet completed the required safe recruitment checks. Leaders were of the view that they required more time to meet the compliance notice. This was therefore issued again on 27 November 2023.

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 has scheduled a suitable person interview with the newly appointed responsible individual on 12 March 2024.

This home was judged inadequate at the last inspection on 23 January 2024. As a result, a restriction of accommodation notice was issued to the provider on 26 January 2024, preventing further admissions to the home. There were no children living at the home at the time of this monitoring visit. The provider is complying with the notice issued. A further monitoring visit will take place within the restriction period to ensure continued compliance with the restriction of accommodation notice.

Progress against the requirements made at the full inspection in January 2024 was not reviewed at this monitoring visit, and will be considered at the next inspection.

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 within 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 building trusted relationships effectively 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.	29 March 2024
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—	29 March 2024

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))

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 using skills of resolving conflict and reducing violence.

29 March 2024

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

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 also relates to ensuring that staff have an understanding of their own safeguarding responsibilities and their duty to act on these when concerns arise. It also relates to having effective risk assessments as safeguarding tools and to staff

ensuring that 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))	29 March 2024

This is in relation to sufficiency and quality of staff and leaders ensuring that care is delivered in line with the home's statement of purpose. It also relates to the experience and qualifications of staff, and ensuring that these are sufficient to provide the necessary care for the children placed in the home. It also relates to auditing and monitoring systems needed to understand the impact of care provided.	
The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. 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. (Regulation 16 (1) (3)(a)(b))	29 March 2024
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 that 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 that staff have received adequate training in respect of such tasks and that competency checks are undertaken regularly.	29 March 2024
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (3)(d))	29 March 2024
The registered person must ensure that all employees— undertake appropriate continuing professional development;	29 March 2024

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))	
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 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 having an effective and understood policy in the event of an allegation against an adult who works in the home.	29 March 2024
The registered person must ensure that—	29 March 2024

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)) This relates to effective and accurate record-keeping of any measures of restraint used in the home.	
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.	29 March 2024

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

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))

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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