

2592228

Registered provider: BTTLR LIMITED

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a private company. It provides care for up to two children who have emotional, social and behavioural difficulties.

The home is led by an experienced and registered manager.

Inspection date: 24 February 2022

Date of last inspection: 21 July 2021

Judgement at last inspection: requires improvement to be good

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 requires improvement to be good at the last full inspection.

At this interim inspection, Ofsted judged that it has sustained effectiveness.

Leadership of the home is poor. There remains a shortage of staff. Vacancies remain unfilled and staff from another home in the organisation are often brought in to provide cover. The manager does not yet have a workforce development plan that sets out how the staffing difficulties will be tackled. The manager is having to cover shifts because of insufficient staff, sometimes at short notice. She also has an obligation to cover shifts at another home in the organisation. This means that she has little time for her management responsibilities. There are times when she is on duty and acting as an on-call manager. This situation requires improvement, to enable her to focus on managing this home.

The home's statement of purpose is unclear about the staff working at the home. This means that external agencies and families cannot have a clear understanding of the staffing arrangements at the home.

Records are disorganised. Several documents could not be produced for the inspection. This hampers the manager in having good oversight of the operation of the home and the performance of staff.

One child was admitted to the home in July 2021 and left in November 2021. The child made insufficient progress during this period. The child subsequently left the home due to a lack of commitment and engagement in the placement.

Children are not always kept safe during the admission process. The registered manager was not involved in the decision-making for a child to move into the home. The manager disagreed with the organisation's decision to admit the child. Concerns over the location of the home were not fully considered. As a result, the child has had unnecessary and negative experiences.

The manager and leaders commenced an investigation following a safeguarding matter arising. This investigation was not robust. There are poor records in relation to the matter and this hampers proper evaluation of what took place.

The child currently living in the home is making good progress in many areas. She has settled in very well. She is developing good relationships with staff. The child is now experiencing a calmer period in her life after going through some traumatic experiences. She is attending school. She aspires for her future and is happier and more content.

Communication between the home and placing local authorities is very good. One social worker stated that she was satisfied that the manager communicates important information to her in a timely manner. She is also confident that the child is making good progress in her placement.

Overall, children's experiences in the home have been variable. The manager and leaders understand the impact of staff shortages. Staff training is good. They undertake the mandatory training required and additional training in line with the specific needs of children.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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 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))	25 March 2022
The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose. (Regulation 14 (1)(a)(b) (2)(a))	25 March 2022
The registered person must prepare and implement a policy which—	25 March 2022

is intended to safeguard children accommodated in the children's home from abuse or neglect; and 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 records to be kept of an allegation of abuse or neglect, and the action taken in response. (Regulation 34 (2)(d))	
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. (Regulation 16 (1))	25 March 2022

Recommendations

- The registered person should ensure that there is a workforce plan which can fulfil the workforce-related requirements of regulation 16, schedule 1 (paragraphs 19 and 20). The plan should detail the necessary management and staffing structure, (including any staff commissioned to provide health and education). ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.8)
- The registered person should ensure that all their staff have been adequately trained in the principles of restraint and any restraint techniques appropriate to the needs of the children the home is set up to care for as defined in the home's statement of purpose. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraph 9.57)

Information about this inspection

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.

Inspectors have looked closely at the experiences and progress of children and young people, 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: 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: Florin Morar

Registered manager: Kyrie Clarke

Inspectors

Caroline Brailsford, Social Care Inspector
Shaun Caplis, Social Care Inspector

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