

Inspection report for children's home

Unique reference number	SC370910
Inspector	Gwen Buckley
Type of inspection	Interim
Provision subtype	Children's home

Registered person	BetterCare Keys Limited
Registered person address	Laganwood House 44 Newforge Lane Belfast BT9 5NW
Responsible individual	Heather Ann Laffin
Registered manager	POST VACANT
Date of last inspection	05/11/2014

Inspection date	04/02/2015
Previous inspection	outstanding
Enforcement action since last inspection	none

This inspection

This home was judged outstanding at the last full inspection. At this interim inspection Ofsted judge that it has **sustained effectiveness**.

This inspection focused on the progress young people have made in the home since the last full inspection in November 2014. No requirement or recommendations were made at that time. The Registered Manager has recently left. The new manager is an experienced care worker and knows the young people well as she was previously the deputy manager. She is in the process of applying to Ofsted for registration. This provides continuity of care for young people.

The new manager has a good understanding of safeguarding procedures and has very good links with local police and the local area designated officer, which promotes young people's safety. With her new role, comes the expectation that she will be the designated person. Although she is aware of the actions to take if there is an allegation against staff she has not attended training. The local police officer stated that there is an excellent working relationship with the home and the young people engage with him at different levels. This ranges from taking a young person and her key worker to visit a local club, to see if it is an activity the young person would like to take part in, to regular informal discussions with young people on a variety of topics.

Young people spoken with during the inspection stated they feel safe in the home and know bullying is not tolerated. The progress young people make is varied, some are engaging very well and making good progress towards independence and others are not settled or engaging effectively in education. Highly personalised care planning, by staff who know young people well and fully involve them in the process, ensures the young people feel valued and cared for.

Clear boundaries are in place; as a result young people know what is expected of them. Very few sanctions are imposed and no restraints have taken place since the last inspection. Staff emphasise and focus on the positive behaviour and regularly

reward good behaviour.

The provision of constructive activities that reflects individual interests and good management of leisure time keeps the young people occupied. Young people feel they have someone they can talk with if they are upset or concerned. One young person said: 'I can talk to my key worker or any staff.' Staff stated: 'With the team support, young people are involved in day to day decisions; it feels comfortable and safe for both young people and staff.'

Internal and external monitoring of the service ensures detailed reports are produced, which shows an excellent understanding of how the home is operating and how it plans to develop practice. The quarterly reports produced include the views of placing social workers, parents or children. These views are obtained in various ways and are continually positive.

Information about this children's home

This children's home, owned by a private company, is registered for three young people with emotional and/or behavioural difficulties, aged between 11 and 17 years.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/11/2014	Full	outstanding
29/01/2014	Interim	satisfactory progress
26/06/2013	Full	outstanding
20/12/2012	Interim	good progress

What does the children's home need to do to improve further?

Recommendations

To improve the quality and standards of care further the service should take account of the following recommendation(s):

- ensure staff receive high quality training to enhance their individual skills and to keep them up-to-date with professional and legal developments. This relates to the provision of designated person training. (NMS 18)

What inspection judgements mean

At the interim inspections we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the *Inspection of children's homes: framework for inspection*.

Information about this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service and to consider how well it complies with the relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.