

Children's homes - interim inspection

Inspection date	07/03/2016
Unique reference number	SC429011
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	Emma Beech
Registered manager	Zoe Tompkins
Inspector	Trish Palmer

Inspection date	07/03/2016
Previous inspection judgement	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 Good at the full inspection. At this interim inspection Ofsted judge that it has improved effectiveness. The young people have made excellent progress since the last inspection. They have grown in confidence and have been able to take on new challenges. They continue to have positive relationships with the stable, experienced staff team who understand their individuality and speak about the young people with genuine pride. Behaviour in the home is consistently good and young people spoken to say that they get on with each other and feel happy and safe. One young person commented, 'I feel safe living here because boundaries are in place, I feel that they (staff) care'. The young people respond well to consistent boundaries, one young person commented 'staff are good and fair, it's stable here, things don't change, boundaries are consistent so if I do something wrong it's the same punishment.' There have been 11 negative and 84 positive consequences since the last inspection. Staff spoken to understood the importance of reinforcing positive behaviours to build self-esteem and confidence. Staff celebrate achievements with young people in young people's meetings and key work sessions. All three young people are looking at moving on in the near future. Staff have already begun to work with young people on individualised transition plans. One young person commented 'I can talk to my key worker about moving; it's scary.' Staff understand the importance of education and work closely with education providers. One young person's school attendance is now 100%. The staff have worked closely with the school looking at targets, goals and support to enable this to happen. Staff were observed having positive interaction with a young person on his return from school and were interested in his day. All staff have undertaken safeguarding and prevent (radicalisation) training and those spoken to were clear on how to report safeguarding concerns. There have been no incidents of young people going missing or physical interventions since the	

last inspection.

Young people are spoken to about keeping themselves safe on Facebook and using the internet during young people's meetings and key work sessions. A young person commented, 'my key work is always talking to me about using Facebook safely and only adding people I know.'

There are good clear individualised care plans which young people are encouraged to read comment and sign, these support staff when working with them. Comprehensive risk assessments are in place, which are reviewed and amended when necessary.

The young people are encouraged and supported with independence taking their age and ability into account. Two young people have completed their independence programme and staff say they are confident that they would do well living independently.

The young people know how to complain, there is information by the young people's computer about how to complain and details of people they can contact. Information on internet safety is also displayed.

Recruitment is robust and staff do not start working in the home without all checks being completed and verified.

Staff receive regular, good quality supervision where young people and care practice issues are discussed. Regular team meetings also take place to discuss young people, care practice and regulation 44 reports. Staff also meet with the homes therapist on a regular basis to ensure they all work consistently with the young people.

The young people are consulted in a variety of ways regarding issues in the home which could affect them, views are obtained through key work sessions, questionnaires and young people's meetings which the manager gives feedback on. Young people are in the process of choosing paint and furniture for the lounge.

Parents and social workers are also consulted regarding the care of young people.

The young people are encouraged and supported to build and maintain positive friendships in the community. One young person commented 'I'm off to catch the train to visit my friends; I can go twice a week.' Another commented, 'I'm going to see my friend later, I used to live with her and we have stayed friends, staff take me and pick me up.'

Staff understand the importance of contact with family, all three young people have had increased contact over the past few months including over nights. These are supported by staff who have built positive relationships with parents and siblings.

The staff understand the importance of advocating on behalf of young people. The manager has been able to challenge decisions made to ensure that the outcome for the young people is in their best interest.

There is a large well-kept garden. The home is decorated to a good standard and has a child-friendly, nurturing feel, there are photos of staff and young people displayed, young people have personalised their bedrooms and take a pride in their home.

Information about this children's home

The service is run by a private organisation. The home is registered to provide care and accommodation for up to three young people with emotional and behavioural difficulties. Young people living in the home can attend a school also run by the same provider and have access to in house therapeutic support.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/11/2015	CH - Full	Good
26/03/2015	CH - Interim	improved effectiveness
14/01/2015	CH - Full	Good

What the inspection judgements mean

At the interim inspection 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

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, young people and their families. In addition the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people who it is trying to help, protect and look after.

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.

This 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 Children's Homes (England) Regulations 2015 and the *Guide to the children's homes regulations including the quality standards*.

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