

2666560

Registered provider: BKY Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The privately owned home is registered to provide care for up to three children with emotional and social difficulties.

The registered manager is suitably qualified and experienced.

Inspection dates: 22 and 23 March 2023

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected **good**

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: not applicable as home was registered with Ofsted in September 2022.

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Inspection judgements

Overall experiences and progress of children and young people: good

Three children were living at the home at the time of the inspection. They told the inspector that staff and managers provide them with consistent love, care and support.

All children are making good progress considering their starting points. For example, children with gaps in their learning are starting to catch up and meet their individual targets. Children's emotional and mental well-being is improving, which is significant progress for some of the children given the recent trauma they have experienced.

The children's voices are paramount in everything that the staff do to meet their needs. Children have various platforms to express their wishes and feelings, such as children's meetings, sit-down family dinners daily and one-to-one sessions with staff. The children are involved in making decisions about their day-to-day care and future. Because children are able to express their views and feel listened to, this contributes to children developing positive and trusted relationships with staff.

The children described the home as a family home and that it is beautiful. They take pride and ownership in their home. They have helped to personalise their bedrooms. Children enjoy helping staff with jobs around the house.

The children have bonded well and enjoy spending time with each other. They all speak positively about each other and live together in harmony.

Children access various activities in the home and in the community, which they enjoy. For example, children enjoy day trips out to theme parks, going for bike rides, guitar lessons and playing in the garden. As a result of their positive experiences and range of opportunities, children are building friendships and their self-esteem and confidence are increasing.

Staff support children to gain independence skills such as looking after their pet rabbits, cleaning their bedroom and cooking. This equips children with essential life skills that prepare them for the future.

How well children and young people are helped and protected: good

The children told the inspector that they feel safe living at the home, as they have good relationships with staff and can speak with them whenever they are faced with difficult situations.

The staff complete extensive one-to-one work with the children to help them to understand risks and learn how to keep themselves safe. Staff role model positive behaviours and give the children consistent routines and boundaries. Incentives help children to make good choices, and rewards reinforce the progress they are making.

Subsequently, most of the children's risk-taking behaviours such as verbal and physical aggression, missing from home and criminal exploitation have reduced.

All the children are settled and happy. Consequently, there have not been any significant safeguarding incidents or behaviours recently. Staff have only needed to physically intervene to keep a child safe on one occasion.

The quality of behaviour management plans and risk assessments requires improvement. Although the risk assessments provide some guidance for staff, information in these documents is not cross-referenced to other written plans. In addition, the plans are not individualised to each child. This recording issue has not had a negative impact on children's progress or safety.

Safer recruitment practice is mostly good. However, managers do not consistently query gaps in staff's employment histories, and clarity is required about the validity of an overseas check. This has not had a detrimental impact on the children's safety to date. However, managers took on board concerns raised by the inspector and are devising an action plan to address this shortfall without delay.

Managers have reviewed the location risk assessment and sought the views of relevant agencies. Information from the local police has been received, but this has not yet been added to the location risk assessment.

The effectiveness of leaders and managers: good

The registered manager is child focused and wants to continue improving the quality of care provided to children. He knows his service well overall and is aware of its strengths as well as the areas of development. Consequently, a quality assurance manager has been appointed who will support the manager to review current monitoring systems and help to address any shortfalls promptly.

The registered manager challenges partner agencies to ensure that children's voices are heard and professionals fulfil their obligations as set out in the children's care plans. Partner agencies report that the manager and staff work with them well and they keep them updated about children's care and progress.

Staff receive regular supervision and they are well supported by the manager. They state that they are given opportunities to learn and reflect on their practice and for career progression. The manager is receiving regular supervision, but does not receive written records of these meetings.

Most staff have completed their mandatory training to help them to meet the child's needs. Four out of 16 staff have yet to complete training in understanding child exploitation, health and safety, self-harm, missing children, prevent and behaviour management.

Aspects of record-keeping require improvement. Some records are disorganised and lack management oversight. This has not had a detrimental impact on children, but has the potential for information to be missed or lost.

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

Recommendations

- The registered person should continually and actively assess the risks to each child and the arrangements in place to protect them. In particular, the registered person should ensure that behaviour management plans give staff clear step-by-step guidance of what actions they should take to manage children's behaviours safely. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.5)
- The registered person should ensure that a record of supervision is kept for the manager. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.3)
- The registered person should ensure that records must be kept up to date and stored carefully and securely. In particular, ensure that case records are organised and, when required, the manager provides clear oversight. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.3)
- The registered person should support staff to be ambitious for every child in the home and to gain skills and experience that enable them to actively support each child to achieve their potential. In particular, managers should ensure that all staff complete relevant training. ('Guide to the Children's Homes Regulations, including the quality standards', page 52, paragraph 10.5)
- The registered person should maintain good employment practice. They must ensure that recruitment of staff safeguards children and minimises potential risks to them. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)

Information about this 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: 2666560

Provision sub-type: Children's home

Registered provider: BKY Care Limited

Registered provider address: 8 Fairlawns, Sutton Coldfield, West Midlands B76 1PQ

Responsible individual: John Baker

Registered manager: Avtar Dosanjh

Inspector

Rumbi Mangoma, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2023